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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

Date	Thursday 19 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.• 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.• The HSCP’s Organisational Development (OD) Team recently launched a virtual coaching service to support managers and staff across the Partnership. In its first week of launch over 40 requests were made. The OD Team is currently responding to those identified by priority, and working through all requests with additional support from other areas.• The Children’s Rights Service has continued to provide advocacy for children and young people who are looked after and accommodated or in continuing care / aftercare. We are providing rights information to children and young people, colleagues and partners. The team continues to work mainly from home and are keeping in touch by phone, WhatsApp, Microsoft Teams and text message.• 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">• Thursday, 26 November is Carers Rights Day and the theme is ‘Know Your Rights.’ Visit Your Support Your Way Glasgow for summary information on the Carers (Scotland) Act 2016.• All carers have the right to an emergency plan as part of their Carer Support Plan or Young Carer Statement. Glasgow’s Carer Service can support carers to create an emergency plan.• Unpaid carers and young carers aged 18-64 are entitled to free flu vaccine at participating community pharmacies.• Unpaid carers and young carers are still able to enter someone else's house to provide care no matter what local authority they live in. For details visit COVID-19 related info for unpaid carers.• Unpaid Carers providing personal care can access PPE by contacting the Carers Information Line on 0141 353 6504.• To find out more about the rights of carers and 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

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Children's Services	<ul style="list-style-type: none">• Home visits / contacts have been reviewed in light of Tier 4 and will be adjusted to sustain support / outcomes to children and families in distress.• The Family Support Strategy has been formally tendered to the Third Sector to significantly strengthen the preventative approach for the city of Glasgow.• The Chief Social Work Officer (Interim) report for 2019 / 2020 has been concluded and presented to Glasgow City Council's Well-being, Empowerment, Community and Citizen Engagement Committee.• The report will also be presented to the Integrated Joint Board (IJB) and is publicly available.• A detailed report has also been coordinated with Education to report back to the Scottish Government on the impact of the first year of the Care Experience Fund (CEF) to promote and secure better outcomes for care experience children / young people.
Adult Services	<ul style="list-style-type: none">• We are delighted to confirm that Leverndale Hospital has been accredited by the Royal College of Psychiatrists for a second time within Rehabilitation Wards 3A, 4A & 4B. The Intensive Psychiatric Care Unit (IPCU) has also received accreditation through their first cycle of review. This is a significant achievement for the whole team and recognition for the excellent standards of care delivered to our patients.• As a result of going through the accreditation process, there have been many changes and improvements. On behalf of Adult Services, a huge thank you to all involved. This is an excellent example of collaborative working across all disciplines and services. Patients and their relatives, along with the Mental Health Network, have also played a huge part, and their input has been very much appreciated in shaping how we deliver our services.• Work continues within Adult Services to review our contingency plans in preparation for the winter period and the additional demands and service pressures that may follow. This includes 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.
Older People's Services	<ul style="list-style-type: none">• Staff from across the HSCP are supporting the delivery of seasonal flu vaccination this year. The programme is being led and managed by Older People and Primary Care Service Managers but has required support from a wide range of staff to deliver this programme. Since beginning the programme up to last Friday, 13 November:

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	<ul style="list-style-type: none">○ 54,526 over 65s have been invited to attend for vaccination○ 35,856 over 65s attended and were vaccinated - an uptake of 65.76% and○ 5,486 patients have been vaccinated in their own home. In addition the HSCP are supporting some General Practices to vaccinate patients in the 18-64 at risk category.● The Seasonal Flu Vaccination programme will continue during the month of November. Thanks to everyone for their ongoing support.● National Power of Attorney (POA) Day 2020 will be held on Wednesday, 25 November. This campaign is supported by 29 HSCPs in Scotland and will be focussed on social media activity given COVID-19 restrictions. More information can be found at mypowerofattorney.org.uk/.
Operational Care Services incl. Commissioning	<ul style="list-style-type: none">● The HSCP is experiencing a number of challenges as the second wave impacts on the care home sector. Our workforce has again shown a tremendous commitment to support our vulnerable residents, agreeing to additional shifts, overtime and working to support the care home response.● In November, the care homes will see around 50 new staff join our workforce. Recruits will have completed induction and shadowing by the end of this month in preparation for winter.● Home Care Services are delivering a consistent level of service having continued to undertake over 88,000 visits this week.● Home Care and Community Alarm Services are currently reviewing their winter plans. This is initially focusing on the upcoming festive period, which is normally a challenging peak period, and we need to ensure there is sufficient staffing on duty to cope with the expected demand.● In addition to the current weekly winter planning, there are also daily resilience meetings to discuss all aspects of the business continuity plans for the second wave of the pandemic based on our lessoned learned. This is also required as we move into Tier 4, which is likely to impact on staffing and service availability.● Commissioning continues to work across all purchased care services and support them on a multi-agency basis.● Key focus is supporting services at point of outbreak, managing testing demands and also ensuring robust reporting approaches.● Online support forums continue to be offered and these are well attended with really positive engagement and interaction. A variety of topics have been presented and these will continue and expand across other care groups.

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Public Protection Services incl. Community Justice and Homelessness

- Homelessness Services Hunter Street – recruitment continues with 2 posts filled and interviews scheduled.
- Emergency Social Work Services & Out Of Hours Homelessness – issues with telephones following move to Borron Street. This has been escalated with CGI. No major staffing issues. Service continues to be busy.
- Social Care Direct – children and family staff affected by staff self-isolating however service still coping well.
- Non-Offender Related Management (NORM) – recruitment ongoing with interviews this week.
- Temporary Accommodation – demand for accommodation remains steady. Over 50 Temporary Furnished Flats are being converted into Settled Lets. Tier 4 is unlikely to have a significant impact on service delivery at Green Wynd. Consultation carried out so far with RSLs has provided assurance about ongoing provision of service.
- Community Homelessness – staffing numbers remain positive and demand continue to be steady. Majority of work continues to be via phone.
- Residential / Women’s Services – no known positive COVID-19 cases amongst service users. Individual Health Risk Assessments have been given to all staff. Care Inspectorate continue with weekly online updates and monthly email updates.
- Public Protection – The committees’ training is fully booked until the end of the year and they are currently looking at next year’s programme. Updated national Child Protection guidance is due to be published next year and the consultation process is underway. Children’s Services and the Child Protection Committee are organising a consultation event to inform Glasgow’s response and adult services staff will be invited to participate. Three Significant Case Reviews have been completed and there will be a programme of dissemination of learning.
- Local Area Justice Services and Caledonia Project – workload continuing to increase but to date this has been manageable and new staff will be in post soon. Unpaid Work – SACRO and Neighbourhood & Sustainability services continue with significantly reduced capacity, especially at weekend. SACRO should have an additional base up and running in North East by end of November and one in North West by next year. Tier 4 will have an impact on personal placement in Unpaid Work if non-essential services have to close.
- Justice Services (Centre) - Centre Justice staffing remains stable. Now that Glasgow City is in Tier 4, we will continue to provide the same level of service across all 4 sites at Norfolk Street, Adelphi, Sheriff Court and Barlinnie. Adelphi are currently updating Tomorrow’s Women protocol and procedures using lessons learned from initial lockdown.

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	<p>Glasgow Sheriff Court business has resumed to pre-COVID levels. Social Work Court Team continue to be part of the video conference pilot – the pilot is going well and there are plans to make this a permanent arrangement.</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.• Physiotherapy workstream: A hub model of working is now being piloted with two small practices in the North West. Whilst this has been planned for many months, implementation has been delayed by the pandemic. However, a member of the team is now seeing patients from both practices, and work continues on improving the supporting IT arrangements. Future expansion of this way of working will be informed by evaluation of the pilot.• The Compassionate Distress Response Service (CDRS) is provided by Glasgow Association for Mental Health, on behalf of the HSCP, to support people experiencing acute emotional distress. In response to the findings in "Listen"... Exploring distress and psychological trauma, the service opened to general practice referrals on 7 September. As of 11 November the service has supported 211 people, receiving positive feedback from patients and staff alike. "I have referred a number of individuals from this practice. The work you do is lifesaving, just lifesaving" GP feedback. This PCIP funded service is accessed via SCI Gateway or via telephone.• Flu vaccinations: programmes for the vaccination of patients who are housebound, aged over 65, or between the ages of 18 to 64 with an underlying health issue are now nearing completion. Some practices have been providing the latter in HSCP premises as their own premises do not give scope for social distancing. Treatment Room and Phlebotomy service staff have provided invaluable support to this work, as have Business Support colleagues.• Some funding has been made available to the HSCP this year to mitigate social isolation during the winter period. Impact Funding Partners (IFP) will soon be inviting applications from third sector organisations to generate very local responses (COVID-19 compliant) for people isolated by illness, disability, poverty, culture and language, addiction, homelessness and many other factors, over the festive period and up to the end of March 2021. Please spread the word and invite interested organisations to check the website www.impactfundingpartners.com.

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- Glasgow is the first in Scotland (and the second in the UK) to receive the international 'LivingWorks Suicide - Safer Community' award for our partnership driven suicide awareness and prevention work. We are currently strengthening our suicide prevention action further and as part of this Glasgow Council for Voluntary Services (GCVS) is hosting a Suicide Prevention and Winter Wellness event on Monday 7 December. Please check the [GCVS website](#) for details and to book.
- In response to demand, additional mental health training courses are now scheduled for January-March 2021. There are four online sessions (lasting 1.5 hours each) via [MS Teams](#) and [Zoom](#). Please click on the [MS Teams](#) and [Zoom](#) links for information on session content. You can sign up by emailing training@samh.org.uk. Please note that the Zoom training can only be accessed via a Health device or using personal device.

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

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