To: **Glasgow City IJB Members**

From: **Pat Togher, Chief Officer, Glasgow City HSCP**

Date: **29th January 2025**

Subject: **Chief Officer Update – GCIJB 29-01-25**

Delayed Discharges

Hospital discharge has continued to present a significant challenge to the HSCP over the past 6 weeks, with very high volumes of discharge a reflection of very high occupancy levels in hospitals, coupled with a high number of ward closures related to flu and norovirus.

For example, in the 2024 Christmas week the HSCP effected 67 non-home care discharges, compared to 9 in the same week the previous year.

The resulting significant reductions in delayed patients at year-end have again since been overtaken by very high volumes of discharges since the new year, which the HSCP are again responding to with high levels of social work activity.

Until the daily discharge numbers return to normal levels, it can be expected that the delayed discharge numbers will remain relatively high, even though discharge numbers themselves remain high.

Adults with Incapacity (AWI) continues to be a particular challenge for Glasgow. In the 2024 Christmas week AWI delays constituted more than 50% of all delays, which is without precedent.

Another marked trend is the increased number of complex adult patients under 65 who can often be difficult to discharge into the community. This includes an increasing number of patients with spinal injuries, MND, etc.

Although the attention tends to be on the pressures faced by hospitals and their staff, it should be acknowledged that the very high volumes also impact on HSCP staff and budgets. The teams have been very busy.

The HSCP continue to do all within our power to manage these pressures, including bringing additional staff resources in to support throughput, engaging with the care home sector to accelerate discharges wherever possible and sweating all available assets such as commissioned Intermediate Care places to optimise through flow.

However, it should be noted that this remains a whole system under unprecedented pressure in respect of both volume and complexity of patients being discharged from hospital. This will be the reality of the system going forward.

Homelessness

The level of Homelessness applications as at 21st January 2025 is 6658 with full duty on 87% of cases. The total number of Homelessness new applications as at 21st January is 399 reflecting a seasonal drop (November - 885). In temporary accommodation there are 4068, up by 50 on last month so far, of which 1596 are refugees. Refugeess account for 44% of Homeless applications.

Rough Sleeping (21) - In Summary:

- 2 long term rough sleepers (1 male & 1 female)
- 11 UK Nations declined support to access accommodation
- 2 UK Nations no accommodation available
- 2 UK Nationals own tenancy declined support to return
- 2 No Recourse to Public Funds (NRPF)
- 1 Unknown status
- 1 Open app in another local authority

Ongoing Initiatives:

- There are no pregnant mums in hotels, and 69 families with 155 children, the service continues to prioritise weekly vulnerable client groups (reviewing weekly vulnerable groups, such as single parents, households with disabilities). The HSCP have seen a significant reduction in families in hotels currently down from 205 in July 2024.
- The HSCP continue to meet with Elected Members and GG&C Leadership Team to review the financial situation and the Housing Emergency Action Plan.
- The HSCP meet weekly with the Scottish Government, all be it their focus is on Housing initiatives, to create more tenancy options/capacity, the HSCP/NRS have a deep dive session on 6th February 2025 to focus on Homelessness, Edinburgh was in late January.
- The Leadership Team have a winter action plan and have in the last 4 weeks stepped up Business Continuity plans, first to deal with the very low temperatures in Jan (9th /10th 11th) and then again on the 23rd – 26th to mitigate as far as possible the impact of Storm Eowyn.
- The HSCP/NRS have written jointly 66 to 7 RSL's in the city requesting we meet to discuss the Homelessness Let target of 67 % and progress towards that target.

Mental Health Inpatients

- Pressures on bed capacity eased in December across adult and older people's beds however January has seen an increase again in bed usage, particularly in adult acute beds, sitting again at over 99% capacity.
- Pass beds continue to be used regularly to manage the demand.

- Wards have been affected recently by covid and flu with two wards closed to admissions last week but now re-opened.
- Pass beds continue to be used regularly to manage the demand.
- A Review of the Integrated Delayed Discharge Team, alongside the Community Mental Health Acute Care Services is underway, to consider more effective ways of treating people at home and plan pathways out of hospital.
- The Continuous Intervention Policy is due to be implemented in March 25, to support more meaningful activity for patients who require additional observations. This will offer better patient care and aims to reduce staff bank use.
- Governance meetings take place regularly to oversee the spend on bank staff, with an aim to reduce by 5% per month to address the financial pressures associated with Mental Health Inpatient Services. Reduction was achieved in November and December.
- The Mental Welfare Commission End of Year visit is due to take place soon.

<u>The Thistle – Safer Drug Consumption Facility (SDCF)</u>

- Activity data from 13/1/25-26/1/25, first two weeks of operation - 239 attendances.
- 85% male (204), 15% female (35);
- Intended drug to be used as advised by service users during first week - 12% heroin, 87% cocaine, <1% snowball (heroin & cocaine);
- Most people using the lounge area and engaging with wider MDT staff team;
- 2 onward referrals to ADRS;
- High volume of wound care and Injecting Equipment Provision;
- Shower facilities, laundry facilities and clothing store have been accessed by a number of individuals.

<u>HSCP Response to Storm Eowyn</u>

- Business Continuity plans were activated quickly across all services within the HSCP and were subject to review throughout the course of Friday with myself chairing 2 meetings.
- Updates to the Scottish Government have also been provided as requested.
- The approach taken reflected critical service provision and all services were delivered, albeit differently.
- Delayed discharge arrangements/pressures were addressed with Care at Home Services and proactive engagement with Acute ensuring every effort was made to focus on pre and post storm activity.
- Care at Home completed almost 90% of its usual activity, circa 10,000 visits on Friday, despite the challenges.
- The HSCP performed exceptionally well and follow up arrangements will take place for purposes of any learning/reflection.

Child Abuse Case

The sentencing has taken place of the adults involved in one of the most complex and horrendous episodes of child abuse. The children involved remain an absolute priority of the HSCP, especially given the recent media attention and the impact this could have on them. This has been challenging for all concerned and the necessary support will be required moving forward. A case learning review has been commissioned and an independent lead reviewer has been appointed. The findings will be implemented through an agreed action plan approved through Glasgow City HSCP governance arrangements, including the Glasgow Child Protection Committee.