To: **Glasgow City IJB Members**

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

Date: **14th May 2025**

Subject: **Chief Officer Update – GCIJB 14-05-25**

Delayed Discharges

Delayed discharges in the city have reduced sharply over the past number of weeks.

On 12th March 2025 there were 199 delayed discharges, the highest number in more than a decade. This reflected very high demand in hospitals translating into high volumes of discharges to community.

7 weeks later, on 30th April 2025, this number had reduced by 23% to 153 delayed discharges. A number of factors contributed to this reduction, principally a reversion to more normal discharge levels from hospital; increased activity from the HSCP Hospital Team to recover from the previous high volumes; and the discharging of a number of more complex patients who had been delayed for an extended period whose discharge planning had come to fruition.

A joint improvement programme with Acute colleagues from North, South and Clyde sectors is ongoing, having met for the second time on 29th April 2025. A number of shared improvement actions are being progressed, including a focus on Adults with Incapacity (AWI), choices, housecleans, complex delays, etc.

Homelessness

The level of Homelessness applications as at the end of March 2025 was up 9.3% on last year's figures, with the increase over two years at 26%. The total number of new Homelessness applications in April 2025 was 645, down by 7 compared to March, however the number of Leave to Remain (LTR) arriving from outwith Glasgow was down only marginally by 2, with a total of 203 refugee households presenting as homeless.

On 6th May 2025, there were 4,203 in temporary accommodation, down by 1 on last month, 1,951 of which are refugees, which is up from 1,620 at the end of January. Refugees account for 44% of Homeless applications. In Bed & Breakfast emergency accommodation the service is supporting 1,661 households, down by 3 compared to last month across 41 sites.

Rough Sleepers (week commencing 28/04/2025) – Total 28:

- 2 x long term rough sleepers (Male & Female) – UK Nationals
- 4 x No Recourse to Public Funds (NRPF) (Male)
- 11 x declining support to access accommodation (10 Male & 1 Female) – UK Nationals
- 9 x no accommodation available (Male) – UK Nationals
- 2 x no accommodation available (Male) – Recent leave to remain granted

Ongoing Initiatives:

- There is 1 pregnant mum, and 61 families with 134 children in hotels. The service continues to prioritise weekly vulnerable client groups (reviewing weekly vulnerable groups, such as single parents, households with disabilities).
- The HSCP continue to meet with Elected Members and GG&C Leadership Team to review the financial situation.
- The HSCP meet fortnightly with the Scottish Government Deep Dive sessions, all be it their focus is on Housing initiatives to create more tenancy options/capacity.
- The HSCP/NRS have a session to review the current Housing Emergency action plan in line with the new financial year on 15th May.
- The HSCP/NRS have jointly met with 7 Registered Social Landlords (RSLs) in the city to discuss the necessary actions for individual RSLs to meet the Homelessness Let target of 67 %. The letting request letter is being issued in the week commencing 12th May to all RSLs and discussions are also underway to agree an Executive Leadership Session with RSLs in August 2025.
- The HSCP continue to meet with the Home Office to discuss the current MEARS bed capacity/occupancy in the city. This is currently being led by the Leader's Office.

<u>Mental Health</u>

Inpatients:

- Review of MH Strategy is underway with plans being developed for further community consultation on shifting the balance of care from hospital-based care to the community. A list of options in relation to bed configuration and site appraisal is being finalised and officers are working with Healthcare Improvement Scotland to develop criteria for scoring. The plans to date have focused on the release of budget from inpatients to invest in community resources that will support people for longer in the community, prevent admission to hospital and support early discharge from hospital. Work is being undertaken to consider whether the identified community resources remain relevant or the most effective in relation to supporting people to remain at home.
- Despite the continued pressure on bed capacity (with adult acute over 100% occupied), there are opportunities to review patients and escalate discharges through the hospital discharge team and work is taking place with this team and ward staff to escalate discharges where possible. Data reports are being developed to help identify any specific barriers to discharge which will support decisions in terms of most effective community resources.
- Daily huddles continue to take place to support bed management, referrals from acute, and system wide decisions.

- The Continuous Intervention Policy has been implemented although is in its early stages. It is anticipated that this will provide a more meaningful way of monitoring and engaging with patients but will also show a decrease in bank use.

Community:

- Mental Welfare Commission end of year visit for 2024 is scheduled for 21st May, which will review Mental Welfare Commission investigation and themed report actions, Mental Health Act and AWI (Adults with Incapacity) activity and local scorecard.
- One area for improvement for NHSGGC related to involvement of Mental Health Officers (MHOs) in Emergency Detention Certificates and a new process has been introduced to ensure that, where possible, MHOs are involved in decision making and medical staff are able to evidence attempts to seek MHO attendance.
- A significant piece of work has been initiated to review MHO structures and governance in the city in response to a Practice Review audit.
- As previously discussed, a significant increase in the volume of neurodevelopmental referrals has created significant pressure for community mental health teams, and a paper will be brought to a future IJB to outline the proposals to manage the demand.

The Thistle – Safer Drug Consumption Facility (SDCF)

- Oversight Board continues to meet on a 6-weekly basis, chaired by the Chief Officer, with three workstreams reporting in – Comms and Engagement, Performance and Governance and Evaluation.
- Data is now being published monthly via the Safer Drug Consumption Facility page on the HSCP website.
- The Scottish Affairs Committee Inquiry remains ongoing, examining the legal and policy challenges faced in setting up and running the pilot SDCF. The Committee have heard evidence from HSCP officers, Cllr Casey, Police Scotland, the Lord Advocate and academics.
- Data as at end April 2025:
  - 246 unique individuals have accessed the service (82% male, 18% female)
  - Service has been accessed on 2,731 occasions with 2,010 injecting episodes. A number of people come in to the service, meet with staff, use the other facilities such as the lounge, shower and laundry and then when they feel more comfortable, return to use the injecting space.
  - Substances used vary month on month. In the first month of operation, 84% of drugs reported for injection was cocaine, 13% heroin and 3% heroin and cocaine together; in April, 68% of substances reported for injection was cocaine, 24% heroin and 8% heroin and cocaine together.
  - There have been 30 medical emergencies, most of which have been managed by staff onsite with a small number requiring Scottish Ambulance call out.
- The Community Engagement Forum meets 4 weekly and involves a range of representatives including community members, elected members, and local businesses. Issues raised are escalated to the appropriate partner organisation.

- Some community concerns have been highlighted in terms of an increase in drug related litter and criminality associated with drug dealing. We recognise that drug related litter has been a long-standing issue in the area, and The Thistle's location was in response to the volume of public injecting that was taking place in the surrounding area. However, we are

keen to support the local community and are working in partnership with NRS to consider additional measures to address the community concerns.

Joint Inspection of Services for Children and Young People at Risk of Harm

The joint inspection is now in Phase Two and 'Partnership Discussion 2' is due to take place on 14th May 2025. This is an opportunity for the Partnership to engage in reflective conversations with the Care Inspectorate on the preliminary findings from the staff survey and the case file reading.

The case file reading was concluded on 1st May 2025. This involved reading the case files of 120 children and young people randomly selected from a cohort of 1,805 who were in scope according to the criteria for inspection. During this case file reading, we received a request to undertake 3 management reviews from 120 case records. These are primarily focused on procedural issues rather than concerns related to individual practice or immediate child protection concerns that required urgent action. These reviews will be undertaken by the Principal Officer for Child Protection in the HSCP.

The survey for children, young people, and their families is currently live and will close on 23rd May 2025. Partnership staff are working to ensure that the children, young people, and their families across the city who meet the criteria receive the survey. The Partnership's 'Position Statement' and associated core documents are in the final stages of completion, prior to formal submission on 21st May 2025. The single point of contact continues to meet weekly with the Care Inspectorate, as do Partnership representatives, to coordinate the range of activities underway. The recent focus has been on drafting a timetable for the 'Engagement Weeks' (weeks commencing 2nd and 9th June). This is when the inspectors meet with a range of staff across the partnership. The activities will range from visits to particular services, focus groups, and meetings with children, young people, and their families (known as 'Network of Support' meetings). Staff across the partnership continue to be kept up to date about the inspection activity through regular newsletters.

Whistleblowing

An Independent National Whistleblowing Officer's (INWO's) investigation in response to a complaint about patient safety and the handling of a whistleblowing concern was published on 30th April 2025 (links below). The investigation reflects the closure of a homelessness GP practice in 2023 and the transfer of patients into local GP practices. All recommendations have been accepted by the HSCP and work is now underway to produce an implementation plan in keeping with INWO timescales for improvement. A briefing will be issued to IJB Members following discussion at GG&C NHS Board.

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