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Coronavirus (COVID-19)

Glasgow City HSCP Staff Briefing

<b>Date</b>	Friday 9 April 2020
<b>To</b>	Staff working within Glasgow City HSCP
<b>From</b>	Glasgow City HSCP Local Resilience Management Team
<b>Purpose of briefing</b>	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.
<b>Background</b>	<p>Glasgow City HSCP has 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. It is liaising and working in partnership with staff trade unions.</p> <p><b>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.</b></p> <p><b>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):</b></p> <p><a href="https://glasgowcity.hscp.scot/covid-19-hscp-update">https://glasgowcity.hscp.scot/covid-19-hscp-update</a></p> <p><b>The latest information about which buildings are open and where services are being delivered from is also available at the link above.</b></p>
<b>Message from LRMT</b>	<p>The LRMT is continuing to convene twice a week and is liaising and working in partnership with the Trade Unions and Staffside to ensure that issues escalating from services are being addressed.</p> <p>This week the LRMT has been discussing the updated PPE guidance and the PPE supplies that are available, the revised social care assessment guidance issued by the Scottish Government, arrangements for COVID-19 testing for staff that are self-isolating and updates from all services. The LRMT also has a regular agenda item on support services that are available or being developed to help staff wellbeing as we continue to deliver services during this very challenging time.</p>

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<b>Resources</b>	<ul style="list-style-type: none"><li>• Food vouchers are currently being distributed to localities to support service delivery.</li><li>• PPE orders and distribution continues to be coordinated and prioritised across the system to ensure services are issued with PPE as soon as it becomes available to the HSCP.</li><li>• Equipu focusing only on hospital discharges, care home admission, end of life and emergency repairs.</li><li>• A manager bulletin from the Social Work HR Wellbeing and Attendance Team has been issued to managers who manage Council staff, covering topics such as COVID-19 absence recording for Council staff and the cancellation of attendance management meetings.</li><li>• There will be further communications to staff about annual leave arrangements going forward.</li><li>• Communications support continues to be provided for the HSCP's COVID-19 contingency planning arrangements, including weekly briefings and personal video messages from Assistant Chief Officers. Up-to-date HSCP staff communications are available on the HSCP's website, <a href="https://glasgowcity.hscp.scot/covid-19-hscp-update">https://glasgowcity.hscp.scot/covid-19-hscp-update</a></li><li>• The HSCP has been working in partnership with Glasgow City Council, Glasgow Council for the Voluntary Sector (GCVS) and Volunteer Glasgow to develop and publish collateral to promote GCVS' newly established Glasgow Helps Community Hub and its resource directory, which will be published across digital platforms including Facebook and Twitter and emailed to community groups and organisations.</li><li>• The HSCP has been working closely with CGI to enable staff with Council devices to work from home. 89 new Windows 10 devices have been deployed in the last week.</li><li>• The HSCP is currently in receipt of 100 mobile phones, which will be made available to staff in the next few working days.</li><li>• Business admin have been working to support the activity to relocate services and temporarily close down buildings to support the business continuity effort.</li><li>• Many admin staff have agreed to temporarily move to different work locations and/or to unfamiliar roles to ensure staff at work have access to the support they need.</li></ul>
<b>Children's Services</b>	<ul style="list-style-type: none"><li>• Critical visits sustained to 'high priority' families and constant review of those with Child Protection Plans.</li><li>• Health Visiting continues to prioritise first visits, immunisations and coordination of risk management regarding vulnerability.</li><li>• Maintained dialogue with Education, Police and Third Sector to support families in distress and strengthen the response.</li><li>• Specialist Children Services (CAMHS and Community Paediatrics) remains coordinated in addressing these priorities.</li><li>• Intensive family support arrangements will be available for absolute emergencies during the Public Holidays/Weekend.</li><li>• Continued dialogue with Scottish Government on national guidance; also participating in discussions with Social Work Scotland and nationally with Chief Social Work Officers around the COVID-19 response for children's services.</li></ul>
<b>Adult Services</b>	<ul style="list-style-type: none"><li>• Injectable opiate treatment at the Enhanced Drug Treatment Service (EDTS), based at Hunter Street, has been temporarily suspended as of 6 April. This has been necessary in order to support our contingency planning arrangements. Patients currently in the service continue to be supported in the EDTS. No new referrals are being considered until further notice. The EDTS continues to engage with patients in an intensive 'enhanced' service approach.</li></ul>

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	<ul style="list-style-type: none"><li>• We are pleased to report the successful appointment of 38 health care support workers, along with the appointment of additional nursing staff. These appointments will join our inpatient staff teams over the coming days and weeks. We also plan to launch further recruitment drives in the near future.</li><li>• Following advice from CMO and Royal College of Obstetricians and Gynaecologists, Sandyford TOPAR (Termination of Pregnancy and Referral) service has moved to a telemedicine service for abortion care. Women wishing to discuss abortion will have a full teleconsultation with a doctor. Those who meet strict criteria and wish to have medical abortion in the home setting are able have a home care pack delivered. Those who are not suitable for home treatment, or who prefer to have treatment in hospital, still have this option open to them.</li><li>• All services continue to focus on urgent and priority care needs. Wherever possible and safe to do so, contact with service users and patients in the community should be via the telephone or 'attend anywhere' video calling.</li></ul>
<b>Older People's Services</b>	<ul style="list-style-type: none"><li>• Acute delays continue to gradually reduce, and AWIs now account for the largest number of delays in the acute system.</li><li>• Services have appropriate cover in place for the Easter weekend.</li><li>• The HSCP continues to work closely with the care home sector to support measures to respond to the demand on that sector.</li><li>• A single city wide duty system for adults and OP was introduced from Monday 6 April operating from Petershill.</li><li>• Telecare is now operating a focused service, prioritising emergency needs such as hospital discharge. Referrals are now only being accepted for standard button and box equipment. No referrals for enhanced referrals will be accepted at this time.</li><li>• Remember: all referrals can now be made online at <a href="http://connect.glasgow.gov.uk/article/11743/Telecare">http://connect.glasgow.gov.uk/article/11743/Telecare</a> and <a href="https://www.glasgow.gov.uk/Telecare">https://www.glasgow.gov.uk/Telecare</a></li><li>• A guide to using technology at home to support families and staff is available at <a href="https://www.glasgow.gov.uk/Telecare">https://www.glasgow.gov.uk/Telecare</a> and <a href="http://connect.glasgow.gov.uk/article/11743/Telecare">http://connect.glasgow.gov.uk/article/11743/Telecare</a></li></ul>
<b>Operational Care Services incl. Commissioning</b>	<ul style="list-style-type: none"><li>• Homecare services continue to support our most vulnerable 3,758 service users by delivering 58,500 home care visits last week. Over Easter we will be maintaining that support with no reduction in service thanks to huge support from hundreds of Home Carers, co-ordinators and AOM, SCW and OTS as well as our back office support team who have agreed to work rather than take their public holiday days off. This has been incredible response from our HSCP Home Care team.</li><li>• We have taken delivery of a substantial order of PPE that has been distributed to both Home Care and OP Residential services to ensure both staff and service users safety and care needs are supported.</li><li>• OP Residential have had a challenging week, however our staff continue to demonstrate their commitment to supporting our most vulnerable citizens with numerous staff agreeing to work flexibly across the city, work additional shifts and provide cover as and when required.</li><li>• This week saw our first group of 30 new student recruits join the front-line. They will work in Home Care and our Residential establishments and are be a welcome addition to our workforce.</li><li>• We continue to have regular contact with our commissioned services and providers and this will be compiled into a weekly report.</li><li>• PPE remains largest issue across providers in all care groups and we are providing advice and guidance to them about access supplies co-ordinated by the Scottish Government.</li></ul>

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	<ul style="list-style-type: none"> <li>Increased liaison with Care Inspectorate to insure effective information sharing.</li> </ul>
<p><b>Public Protection Services incl. Criminal Justice and Homelessness</b></p>	<ul style="list-style-type: none"> <li>Staffing levels in Criminal Justice services are stable at present with measures in place for service users over the Easter weekend, including financial and food support arranged by locality services.</li> <li>We are having ongoing dialogue with key partners in preparation for emergency prison release, although this is not imminently expected.</li> <li>There has been a significant downturn in court activity.</li> <li>Contingency arrangements are in place for the Caledonian domestic violence service.</li> <li>The Child Protection team is reviewing the young people support and protection list for sharing/intelligence meeting to discuss most high risk and vulnerable young people.</li> <li>Family support service and Halt are maintaining telephone contact with service users on a weekly basis.</li> <li>All Child and Adult Protection training dates have been cancelled. Staff with assigned places will be prioritised once the programme is up and running again.</li> <li>A CP and ASP bulletin continues to be issued weekly edition. Any items to be included for multi-agency distribution should be sent to <a href="mailto:karen.frew@glasgow.gov.uk">karen.frew@glasgow.gov.uk</a></li> <li>A revised reporting template and process for Significant Case Reviews is being developed.</li> <li>In Hunter Street, prescriptions will be delivered to pharmacies across the city by Thursday in preparation for the Easter weekend. The centre will close over the holiday weekend, with GPs redirecting their phones.</li> <li>Footfall in Hunter Street has greatly reduced, and there is ongoing preparatory work for an Outreach team and contingency planning for food parcels for vulnerable service users.</li> <li>In Homelessness Services 30 Temporary Furnished Flats (TFFs) are being made available for let each week, although accommodation generally becoming more pressured.</li> <li>Social Work Standby remains busy and monitoring of trends is indicating a change in business. Out of Hours Homelessness is very busy, and additional cover for both out of hours Social Work and Homelessness over the Easter weekend is in place.</li> <li>In Homelessness Casework, Housing Options and full homelessness assessments continue to take place in high numbers. Staffing remains stable and positive.</li> <li>Staffing levels in Adult Residential Services are improving with staff now returning from periods of self-isolation.</li> <li>PPE supplies now starting to filter through.</li> <li>Increased Police presence in and around some of the units.</li> </ul>
<p><b>Primary Care and Early Intervention Services incl. Health Improvement</b></p>	<ul style="list-style-type: none"> <li>Barr Street Community Assessment Centre for patients who have been referred with suspected COVID-19 plans to be open over the Easter weekend and will be testing out additional rooms so that we can increase the number of patients who can be assessed. Patients are referred via NHS 24 or their own GP to the centre.</li> <li>GP practices will be open this Friday and Monday.</li> <li>Community pharmacy – the health board is trying to increase the number of local pharmacies that will be open on Easter Monday.</li> </ul>

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**KEEP UPDATED AT ALL TIMES ON OUR WEBSITE**

**[www.glasgowcity.hscp.scot/covid-19-hscp-update](http://www.glasgowcity.hscp.scot/covid-19-hscp-update)**

There are also useful links to national and local information including Glasgow City Council and NHS Greater Glasgow and Clyde

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