

Operational Services Update: COVID-19
Renfrewshire Integration Joint Board (IJB)

Friday, 31 July 2020

Adult Services

- **Recovery & Older Peoples Review**
- **Localities**
 - District Nursing & RES
 - Social Care
 - Hospital
- **Care Homes**
 - HSCP operated
 - Independent & Third Sector
 - Governance

Day Support/Care

- HSCP operated
- Independent & Third Sector

Adult Services

- **Care at Home**
 - Stabilise
 - Redesign
 - Total Mobile
- **Unscheduled Care**
 - Mental Health Officer (MHO) service
- **Adult Support & Protection**
- **Staff**

Learning Disability Service

Service Delivery

- Day Services closed
- Service adopting a 4 tier model of support and have continued throughout pandemic
 - Tier 1 – Care at Home – welfare calls, doorstep visits delivering shopping and medication
 - Tier 2 – Access to daily exercise – picking up service users and accompanying them for a walk on a 1:1 basis
 - Tier 3 – Outreach Day Respite
 - Tier 4 – Crisis Overnight Respite
- A range of exercise classes, yoga, cooking, music provided via Zoom, Facebook and other social media platforms.
- Community Service has continued to provide multi-disciplinary support and treatment.
- Learning Disability Planning Group now meeting virtually.

Learning Disability Service

Emerging Issues

- Increasing impact of day service closure on families
- Families who have been unofficially shielding have high level of concern about risks when Day Services re-open
- Families expressing their concern about very small number of their loved ones officially recognised as vulnerable and on the Shielding list

Mental Health – Inpatients

Service Delivery

- Mental Health Inpatients services have continued throughout the pandemic
- Patients were cohorted in wards with allocated staff teams to reduce footfall on wards
- When visiting was stopped, the wards quickly adopted the use of video conferencing for patients to remain in contact with their families and friends
- Mandatory Staff Testing now introduced in all Older People and Continuing Care wards
- Reintroduction of visiting and time out of ward following the SG guidelines
- Proposing 12 hour shift pilot

Mental Health – Inpatients

Emerging Issues

- Cohorting of patients in all wards – across 3 site remains challenging due to lack of single room with en-suite facilities
- Patients with a cognitive impairment - challenge to physically distance/wear mask/regular hand wash

Mental Health – Community

Service Delivery

- No change to service delivery for Intensive Home Treatment Team (IHTT), staff redeployed from Doing Well and CMHT to increase capacity to deliver crisis care and treatment in the community
- Mental Health assessments diverted from RAH Emergency Department to new Mental Health Assessment Unit at Leverndale
- CMHT focused on delivery of essential services and continued to see patients face to face where appropriate
- Range of consultations offered- telephone, face to face and Attend Anywhere.
- Two CMHTs merged.
- Doing Well Service paused and staff redeployed to all critical and essential care. Doing Well now receiving referrals from GPs
- Psychotherapy initially paused for referrals and groupwork ceased and staff redeployed to critical areas of care. Now receiving referrals from GPs and CMHTs.
- Older Adult care has continued to deliver critical care, mainly face to face and telephone consultations.

Mental Health - Community

Emerging Issues

- Staffing levels continue to be challenging as many have been redeployed to critical areas such as Crisis Care, Inpatients, Liaison and the Mental Health Assessment Unit in Glasgow
- Accommodation is critical as we move forward with phase three of the Scottish Government Route Map. We continue to carry out face to face assessments in line with physical distancing guidelines. The Charleston Centre accommodation is challenging due to building
- There has been a lower uptake for digital platforms within the CMHT and older adult services
- Work underway to look at how we build capacity for increasing demand related to impact of COVID

Alcohol & Drug Recovery Service

Service Delivery

- ADRS is a critical service and remained open throughout - reduced and adapted service delivery model
- Support to Shared Care paused with supervision and dispensing of methadone eased and provision of naloxone increased
- Staff working on a rotational basis supporting service users by telephone, video conferencing
- Torley Unit utilised for all face to face and new patient contact (fire on 1st June compromised our contingency plan)
- Medication delivery where required for service users shielding
- New Sneddon Street accommodation secured on temp basis
- Range of Recovery digital support made available. Equipment secured for a number of service users from Scottish Government 'Staying Connected' Fund
- Recovery Hub building work re-commenced and Recovery Manager recruitment underway

Alcohol & Drug Recovery Service

Emerging Issues

- Accommodation challenge – Torley Unit fire and Back Sneddon Street Clinic capacity reduced by 2/3rds

Children's Health Services

- **Health Visiting**
- **Childsmile**
- **School Nursing**
- **CAMHS**
- **Paediatric AHPs**
- **LAC Health**

COVID Services

- **Assessment Centre**
- **PPE**
- **Care Home Testing**

Primary Care Update

- **GMS Contract/Primary Care Improvement Plan:** Work is underway to support recovery of our local PCIP to expanded teams of HSCP and NHS Board employed health professions in and around general practice to meet the needs of patients who do not need to be seen by the GP (Expert Medical Generalist). This includes work to set up our first two new treatment rooms and to establish our first pharmacy hub in Renfrew Health & Social Work Centre.
- **COVID Assessment Centre:** Remains open at Linwood with local GPs supporting the rota. This was the first site to pilot the new NES (NHS Education for Scotland) COVID19 assessment app.
- **Working with our GP Partners:**
 - High number of virtual consultations now taking place via Attend Anywhere/Near Me.
 - Chronic Disease Management is gradually returning.
 - Improved relationships between GPs, HSCP and Care Homes.
 - Buddying practice arrangements are in place.
 - Demand had fallen during COVID-19 - now back to normal. GPs are proactively working to deal with the backlog.

- **Flu Immunisation Programme for 2020/21:**
 - Planning is underway to support large scale, intensive and concentrated programme for flu vaccinations. A large number of people will be required to be vaccinated. There is potential for additional cohorts to be added to this years programme.
 - HSCP resources are being identified to deliver this programme with a HSCP Flu Planning Steering Group in place. With social distancing suitable venues will need to be sourced, including evenings and weekends.
 - Should the COVID-19 vaccine become available for administration this will increase time and the resource to be able to deliver this simultaneously or independently of the flu vaccine dependant on release date.

- **New NHS Pharmacy First Scotland Service:** Will come into effect in community pharmacies from 29 July 2020. This seeks to encourage people to go to their local pharmacy for support with minor and acute health conditions. It extends access to a wider group of people than those who were able to use the Minor Ailment Service. Individuals who are registered with a GP practice in Scotland, or who live in Scotland, will be eligible to use NHS Pharmacy First Scotland subject to certain exceptions for visitors to Scotland.

NHSGG&C Podiatry Service

Recovery Plan for Existing Patients

During COVID Lockdown (CAPACITY 31%)

Foot Protection MSK & Foot& Ankle service suspended
Service maintained. Infected ingrowing toenails treated. No elective procedures.
Infections; wounds; High risk of ulceration

Phase 1 Recovery (CAPACITY 47%)

As above PLUS Patients requiring 0-4wk reviews reappointed
MSK & Foot& Ankle service reinstated as Virtual &F-2-F @ QEUH

Phase 2 Recovery (CAPACITY 71%)

As above PLUS Patients requiring 5-8wk reviews reappointed

Phase 3 Recovery (CAPACITY 79%+)

As above PLUS Patients requiring 9-16wk reviews reappointed
Elective Nail Surgery reinstated



NHSGG&C Podiatry Service

Recovery Plan for New Patients



During COVID Lockdown

No New Referrals apart from :

Foot Protection; Infected ingrowing toenails;

Infections; wounds; High risk of ulceration

Phase 1 Recovery

Referrals Appointed to Telephone Triage Appointments

Then either NearMe, Face to Face or Discharge with self care advice

6 month evaluation to establish sustainability