

Item 1: Joint Letter from Cabinet Secretary/COSLA to Local Authorities and HSCPs



Cabinet Secretary
and Cllr Currie letter

<https://www.gov.scot/binaries/content/documents/govscot/publications/correspondence/2020/04/coronavirus-covid-19---key-workers-definition-and-status-letter-from-cabinet-secretary-and-cosla/documents/coronavirus-covid-19---social-care-support-response-letter-from-cabinet-secretary-and-cosla/govscot%3Adocument/Coronavirus%2B%2528COVID-19%2529%2Bsocial%2Bcare%2Bsupport%2Bresponse%252C%2Bletter%2Bfrom%2Bcabinet%2Bsecretary%2B30%2BMarch%2B2020.pdf>

Item 2: SDS Guidance Published by Scottish Government

<https://www.gov.scot/publications/coronavirus-covid-19-guidance-on-self-directed-support/>

Item 3: FAQ Published by Social Work Scotland

<https://socialworkscotland.org/briefings/faqs-for-sds-option-1-and-2/>

Item 4: Letter from Cabinet Secretary to Carers Scotland

<https://www.gov.scot/binaries/content/documents/govscot/publications/correspondence/2020/05/coronavirus-covid-19-letter-from-the-health-secretary-to-carers-scotland-about-support-and-advice-for-unpaid-carers/documents/letter-from-the-health-secretary-to-carers-scotland-on-actions-to-improve-support-and-advice-for-unpaid-carers-during-the-covid-19-pandemic/letter-from-the-health-secretary-to-carers-scotland-on-actions-to-improve-support-and-advice-for-unpaid-carers-during-the-covid-19-pandemic/govscot%3Adocument/Letter%2Bfrom%2Bthe%2BCabinet%2BSecretary%2BJeane%2BFreeman%2BMSP%2Bto%2BCarers%2BScotland%2Bre%2Bsupport%2Band%2Badvice%2Bfor%2Bunpaid%2Bcarers.pdf>

Item 5: Press Release

<https://www.gov.scot/news/gbp-50-million-for-social-care/>

Item 6: Press Release

<https://www.gov.scot/news/social-care-at-heart-of-response-to-coronavirus/>

Item 7: Letter from Cabinet Secretary to Cllr Susan Aitken

Cabinet Secretary for Health and Sport
Jeane Freeman MSP



Scottish Government
Riaghaltas na h-Alba
gov.scot

T: 0300 244 4000
E: scottish.ministers@gov.scot

Councillor Susan Aitken
Glasgow City Council
susan.aitken@glasgow.gov.uk

May 2020

Dear Susan

Thank you for your letter of 29th April regarding staffing in the city's care at home service. I apologise that it has taken a while to respond. It was helpful to understand the range of activity that has been undertaken within the Council to ensure that care at home packages can be maintained.

In respect of the efforts that the city's Health and Social Care Partnership have undertaken in order to mitigate the impact of absence of care at home staff I note the recruitment of social work students and other returners. The figure of 200 is a significant achievement and my officials have informed me that your Chief Officer has further advised that the Council is in fact redeploying resources within the Council into the older people's care sector as well, following the provision of training such as moving and handling. I am also advised that the HSCP has continued to recruit into the service during this crisis and that is welcome. I acknowledge the position you outline and that this still leaves a shortfall of 600 staff in your care at home service.

Nevertheless, I am keen to ensure that service users go without the services that they have hitherto received for as short a period of time as is possible. I am advised that a further discussion has taken place on 22 May between my officials and the Partnership and robust follow-up by the Partnership with accessing potential resource from the SSSC portal was agreed. I hope that this will realise additional benefit to your service.

I trust that you will find this of assistance.

Item 8: Email summarising meeting between Cabinet Secretary and Cllr Currie on 07 April 2020

From: [Redacted]@gov.scot>

Sent: 08 April 2020 14:38

To: Cabinet Secretary for Health and Sport <CabSecHS@gov.scot>

Cc: DG Health & Social Care <DGHSC@gov.scot>; [Redacted]; [Redacted]@gov.scot>; CHSC Business Support <CHSCBusinessSupport@gov.scot>; [Redacted]@gov.scot>;

[Redacted]@gov.scot>; [Redacted]@gov.scot>; [Redacted]@cosla.gov.uk

Subject: Meeting with Councillor Currie 7 April - note

The Cabinet Secretary met with Councillor Currie on 7 April. Also on the call were [Redacted] (COSLA), [Redacted], [Redacted] and [Redacted] (SG).

The latest delayed discharge position was discussed. The Cabinet Secretary remained concerned about the high numbers in Glasgow and Edinburgh. It was noted that most of the delays in Glasgow were around AWI or mental health, and that [redacted] would be providing a submission on the AWI position in Glasgow shortly (sent at 14:14 today). On mental health, the Cabinet Secretary was keen to get a better picture of the nature and scale of these delays and asked that Integration Division work with Mental Health Directorate colleagues on addressing these. Also to discuss with [redacted] regarding risk sharing of these large scale packages of care between the SG and local government.

In recognition of the hard work that has gone in to making the significant reductions in delayed discharges, the Cabinet Secretary and Councillor Currie agreed to write a joint letter to Chief Officers. This should thank them for all the hard work to date and ask them to keep this up and ensure it is sustainable (I will provide a draft once we have hit the 900 reduction mark – hopefully tomorrow).

The Cabinet Secretary expressed concern about reports of local reductions in care packages. [Redacted] referred to the submission on mobilisation plans and that partnerships were taking steps to corral the available workforce through returning workers, students, redeployed staff and volunteers. While Councillor Currie was clear that this was happening at a local level, the Cabinet Secretary was keen that the centrally available resource was deployed locally in the community. For example, there must be a need for student nurses with a level of infection control training to work in care homes. [Redacted] would come back with some detail of the local mapping work that was on-going so that local staffing needs could be met.

The Cabinet Secretary reiterated that social work staff were in the highest priority group for testing and wanted the made clear via COSLA and Scottish Care routes. She wants to know of instances where this priority is not being seen. She further reiterated that the social care sector was a priority for the provision of PPE.

[Redacted]

Item 9: Email chain between Scottish Government and Glasgow

From: [Redacted] (Social Work) <[Redacted]glasgow.gov.uk>
Sent: 25 March 2020 14:47
To: [Redacted]@gov.scot>; [Redacted](SW) <[Redacted]@glasgow.gov.uk>
Cc: [Redacted]@gov.scot>; Adult Social Care Policy <DLHSCPASCP@gov.scot>;
[Redacted]@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>;
[Redacted]@gov.scot>
Subject: RE: Glasgow social care - Update for Ms Freeman Cabinet Secretary for health and sport (OFFICIAL)

OFFICIAL

Hi [Redacted]

All of our existing clients have been written to with the home care number to contact. We have also directly communicated with families and service users affected by closure of day services across our system and they have contact numbers. All of our existing clients and families have the contact details for our service. We are finalising the service hubs by tomorrow and we will be sending out information across a number of mediums on that tomorrow. We will also be co-ordinating our services to the Humanitarian Centres as they are implemented by our corporate colleagues in the City, as we understand they will respond to vulnerable members of the community not known to us.

Thanks
[Redacted]

From: [Redacted]@gov.scot
Sent: 25 March 2020 14:22
To: [Redacted] (Social Work) <[Redacted]@glasgow.gov.uk>; SW
<[Redacted]@glasgow.gov.uk>
Cc: [Redacted]@gov.scot; DLHSCPASCP@gov.scot; [Redacted]@gov.scot;
[Redacted]@gov.scot; [Redacted]@gov.scot; [Redacted]@gov.scot
Subject: RE: Glasgow social care - Update for Ms Freeman Cabinet Secretary for health and sport (OFFICIAL)

[Redacted]

Many thanks. This is helpful . As we and other bodies such as Age Scotland are getting queries about the situation from carers and service users, is there a number for people to call eg your Social Care Direct line on 0141 287 0555 or local offices. Appreciate that locally you will be dealing with a considerable volume of enquiries

If there is anything you think would help in the current situation please let us know

Thanks and best wishes

[Redacted]

From: [Redacted] (Social Work) <[Redacted]@glasgow.gov.uk>
Sent: 24 March 2020 14:32

To: [Redacted]@gov.scot>; (SW) <[Redacted]@glasgow.gov.uk>
Cc: [Redacted]@gov.scot>; Adult Social Care Policy <DLHSCPASCP@gov.scot>;
[Redacted]@gov.scot>; [Redacted]@gov.scot>;
[Redacted]@gov.scot>;[Redacted]@gov.scot>
Subject: RE: Glasgow social care - Update for Ms Freeman Cabinet Secretary for health and sport (OFFICIAL)

OFFICIAL

Thanks [Redacted]

Yes – we are attempting to record reasons for absence and are aware of the childcare provision which our LA and those neighbouring have all been providing. Also aware of the of the NES work as we are engaged in the Gold Command structures operated by GGCBNHS so information flow is good. Please be reassured all options including the use of DPs feature in our BCPs across our services.

Thanks
[Redacted]

From: [Redacted]@gov.scot [mailto:[Redacted]@gov.scot]
Sent: 24 March 2020 13:53
To: [Redacted]@gov.scot>; (SW) <[Redacted]@glasgow.gov.uk>
Cc: [Redacted]@gov.scot>; Adult Social Care Policy <DLHSCPASCP@gov.scot>;
[Redacted]@gov.scot>; [Redacted]@gov.scot>;
[Redacted]@gov.scot>;[Redacted]@gov.scot>
Subject: RE: Glasgow social care - Update for Ms Freeman Cabinet Secretary for health and sport (OFFICIAL)

Dear [Redacted]

Many thanks for your prompt reply. The situation sounds pretty challenging. I have a couple of queries. Are you getting intelligence on the reasons for staff absence following the public health advice. Social care staff are classed as critical workers so are permitted to attend their place of work to do so with child care provision. I realise that absences are likely to be due to the need to self-isolating because they or other people in their house have symptoms.

I noted that you have put in place mechanisms for increasing capacity through contact with retirees, students and volunteers to assist where possible. You may be aware but NES (in consultation with SSSC) is developing web based recruitment mechanism, to enable those with relevant skills and experience to come forward and support health and social care services at this time of national emergency. It's expected to be live either this week or next. It would work by NES allocating staff to Board areas (based on individual preference), makes information available, single points of contact in Boards to work with NHS and HSCPs to allocate to locations. Boards/HSCPs would provide NES with details of their requirements and NES run matching process then inform Boards/HSCPs of outcomes. Once the allocation/matching process is complete, new member of staff issued with contract, location, start date and point of contact digitally. This may be a useful mechanism for you locally

The NES platform sits alongside other mechanisms to increase workforce capacity including funding from SG

We also wondered whether consideration is being given to using Direct Payments to fill the service gap. Redirecting into DPs by fast track may help by giving folks cash to purchase care where it can be found, possibly more readily. Service users may know someone they could employ as a carer, even a family member. It will may work for some, esp where the family member rules are relaxed to allow them to be employed as the carer (fine under the regulations if urgent, and as long as the worker isn't an active Guardian or Power of Attorney). An issue would be the contract, tax and payroll support required to set up correctly, but that could be additionally supported too (if the money is there). Or it could follow later. We could provide further advice on this if it would help

From your perspective are there other things that might help you at this stage?

Thanks

[Redacted]

From: (Social Work) <[Redacted]@glasgow.gov.uk>

Sent: 23 March 2020 21:35

To: [Redacted]@gov.scot>; (SW) <[Redacted]@glasgow.gov.uk>

Cc: [Redacted]@gov.scot>

Subject: RE: Glasgow social care - Update for Ms Freeman Cabinet Secretary for health and sport (OFFICIAL)

OFFICIAL

Hi [Redacted],

Further to [Redacted] brief response earlier ,Glasgow HSCP like the rest of Scotland are having to manage daily unprecedented levels of staff absence in our front line services as a direct result of PHS messaging and we have in place business continuity plans which we have enacted across the entirety of our business. Social Care provision, like all other public services will be and is changing in response to Covid 19. I understand your enquiry relates to HSCP Home care? That service today are reporting a 40% absence rate across the city which we anticipate will continue to increase in the days ahead

You will appreciate it's a rapidly moving picture . On Thursday afternoon we took the decision to move the HSCP Home Care Services into Business Continuity , with our focus moving to our Priority (1) Service users 1,500 citywide of our 5,500 home care clients , the other key service areas we focused on was HSCP Home Care Hospital Discharge pathway that supports 40 per day Patients home from Hospital and the overnight home care service which supports (100 service users) currently on end of life care / complex care

The local press and elected members received a press statement from GGC early Friday , the Home care team of course started the immense task of contacting service users , families and Carers directly. The Care Inspectorate was also informed via a call by [Redacted] of our BC plans

Our Home Care service users and carers will receive a letter shortly , giving a list of very helpful contacts in the community that may be able to assist with support and it's our intention to widen that network in the coming days via a community resilience plan . The letter also explains if someone care needs have changed significantly they can contact the

Home Care team and they will be reassessed via a call , but I would stress our resources are limited .

The HSCP have already contacted retirees , students and volunteers in Glasgow to assist where possible in front line services delivery , but that will take time to put in place

Thanks
[Redacted]

From: [Redacted]@gov.scot
Sent: 23 March 2020 16:32
To: (SW) <[Redacted]@glasgow.gov.uk>;(Social Work) <[Redacted]@glasgow.gov.uk>
Cc: [Redacted]@gov.scot
Subject: Glasgow social care - Update for Ms Freeman Cabinet Secretary for health and sport

Hi [Redacted], [Redacted]

I hope you are bearing up with everything that is going on right now.

We've had queries from people and an MSP about the proposed changes to social care provision in Glasgow reported in the press today. We've been asked update the Cabinet Secretary on this. I wonder if you would be able to provide me with more information on your plans. I understand that the situation is really challenging

Look forward to hearing from you

Thanks and best wishes

[Redacted]

Item 10: Email between NAS and Scottish Government

From: [Redacted]@nas.org.uk>
Sent: 14 May 2020 15:09
To: [Redacted]@gov.scot>; [Redacted]@gov.scot>
Subject: Care Packages

Dear [Redacted] and [Redacted],

Following our discussion on Monday regarding social care packages being cut or significantly reduced, I wanted to take the opportunity to forward you some further information.

National Autistic Society Scotland acknowledges and welcomes the Scottish Government's recognition that this simply should not be happening. The Cabinet Secretary for Health and Sport has made this clear at Parliament and this stance has been reinforced in conversations I have had with the Minister for Mental Health. We have been very grateful for this reassurance. However, despite this, we remain concerned that this is a worrying situation that still appears to be ongoing.

We are aware from conversations with other organisations in the sector, as well as with our own members, that there is a growing amount of anecdotal feedback regarding individuals having had their support withdrawn. This, includes those who have opted to stop their support or who wish to encourage their families members to pick up, but also a number of those who have had their support cut or reduced without consultation or agreement.

In addition to this, we are aware that a number of Health and Social Care Partnerships have publicly stated that it is their intention to raise eligibility. For example, Glasgow has stated publicly that it is moving to "life and limb" support, and Dumfries and Galloway Health and Social Care Partnership has confirmed that "care will be provided at the minimum level required to keep people safe". The BBC has also recently published some research, including a table detailing the numerical evidence, which shows major reductions in some areas across Scotland.

Despite the Scottish Government's stance, this remains an ongoing issue that we have great concerns about and we know that those concerns are shared by other organisations within the sector. Along with those organisations, we will continue to highlight this matter, as well as seeking to work productively with the Scottish Government to ensure that the reduction or withdrawal of social care packages is halted.

Many thanks,

[Redacted]

[Redacted]

Director
National Autistic Society Scotland

Item 11: Letter from DFM to Local Authorities



DFM and CS -
Sections 16 17 of th

Item 12: Email to Local Authorities

From: [Redacted] On Behalf Of Cabinet Secretary for Health and Sport

Sent: 03 April 2020 17:08

To: [Redacted]@aberdeencity.gov.uk; [Redacted]@aberdeenshire.gov.uk;
[Redacted]@aberdeenshire.gov.uk; [Redacted]@angus.gov.uk; [Redacted]@argyll-bute.gov.uk;
[Redacted]@clacks.gov.uk; [Redacted]@cne-siar.gov.uk; Chief.Executive@edinburgh.gov.uk;
chief.executive@dumgal.gov.uk; [Redacted]@dundee.gov.uk; [Redacted]@east-ayrshire.gov.uk;
[Redacted]@eastdunbarton.gov.uk; [Redacted]@eastlothian.gov.uk;
[Redacted]@eastrenfrewshire.gov.uk; [Redacted]@falkirk.gov.uk; [Redacted]@fife.gov.uk;
[Redacted]@glasgow.gov.uk; chief.executive@highland.gov.uk; [Redacted]@inverclyde.gov.uk;
[Redacted]@midlothian.gov.uk; [Redacted]@moray.gov.uk; chief.executive@north-ayrshire.gov.uk;
executivesupport@northlan.gov.uk; chief.executive@orkney.gov.uk; chiefexec@pkc.gov.uk;
[Redacted]@renfrewshire.gov.uk; [Redacted]@scotborders.gov.uk; chief.executive@shetland.gov.uk;
[Redacted]@south-ayrshire.gov.uk; [Redacted]@southlanarkshire.gov.uk;
[Redacted]@stirling.gov.uk; [Redacted]@west-dunbarton.gov.uk; [Redacted]@westlothian.gov.uk;
[Redacted]@aberdeenshire.gov.uk; [Redacted]@aberdeencity.gov.uk; [Redacted]@angus.gov.uk;
[Redacted]@argyll-bute.gov.uk; [Redacted]@edinburgh.gov.uk; [Redacted]@clacks.gov.uk;
[Redacted]@cne-siar.gov.uk; [Redacted]@dumgal.gov.uk; [Redacted]@dundee.gov.uk;
[Redacted]@eastayrshire.gov.uk; [Redacted]@ggc.scot.nhs.uk; [Redacted]@eastlothian.gov.uk;
[Redacted]@eastrenfrewshire.gov.uk; [Redacted]@falkirk.gov.uk; [Redacted]@fife.gov.uk;
[Redacted]@glasgow.gov.uk; [Redacted]@highland.gov.uk; [Redacted]@inverclyde.gov.uk;
[Redacted]@midlothian.gov.uk; [Redacted]@moray.gov.uk; [Redacted]@north-ayrshire.gov.uk;
[Redacted]@northlan.gov.uk; [Redacted]@orkney.gov.uk; [Redacted]@pkc.gov.uk;
[Redacted]@renfrewshire.gov.uk; [Redacted]@scotborders.gov.uk; [Redacted]@shetland.gov.uk;
[Redacted]@south-ayrshire.gov.uk; [Redacted]@southlanarkshire.gov.uk;
[Redacted]@stirling.gov.uk; [Redacted]@ggc.scot.nhs.uk; [Redacted]@westlothian.gov.uk;
[Redacted]@socialworkscotland.org; [Redacted]@aberdeencity.gov.uk;
[Redacted]@aberdeenshire.gov.uk; COAngushscp.tayside@nhs.net; [Redacted]@nhs.net;
[Redacted]@nhs.net; [Redacted]@nhs.net; [Redacted]@cne-siar.gov.uk;
[Redacted]@edinburgh.gov.uk; [Redacted]@nhs.net; [Redacted]@dundee.gov.uk;
[Redacted]@east-ayrshire.gov.uk; [Redacted]@ggc.scot.nhs.uk; [Redacted]@nhslothian.scot.nhs.uk;
[Redacted]@eastrenfrewshire.gov.uk; [Redacted]@falkirk.gov.uk; [Redacted]@nhs.net;
[Redacted]@glasgow.gov.uk; [Redacted]@nhs.net; [Redacted]@inverclyde.gov.uk;
[Redacted]@midlothian.gov.uk; [Redacted]@moray.gov.uk; [Redacted]@north-ayrshire.gov.uk;
[Redacted]@lanarkshire.scot.nhs.uk; [Redacted]@orkney.gov.uk; tay-
uhb.chiefficerpkhscp@nhs.net; [Redacted]@ggc.scot.nhs.uk; [Redacted]@borders.scot.nhs.uk;
[Redacted]@nhs.net; [Redacted]@south-ayrshire.gov.uk; [Redacted]@southlanarkshire.gov.uk;
[Redacted]@ggc.scot.nhs.uk; [Redacted]@westlothian.gov.uk; [Redacted]@sw.glasgow.gov.uk;
[Redacted]@careinspectorate.gov.scot; [Redacted]@careinspectorate.gov.scot;
[Redacted]@sssc.uk.com; [Redacted]@scottishcare.org; [Redacted]@ccpscotland.org>;
[Redacted]@edinburgh.gov.uk; FinanceAdminSupport@nhslothian.scot.nhs.uk;
FinanceAdminSupport@nhslothian.scot.nhs.uk; [Redacted]@moray.gov.uk;
[Redacted]@inverclyde.gov.uk; [Redacted]@falkirk.gov.uk; [Redacted]@eastrenfrewshire.gov.uk;
[Redacted]@nhs.net; [Redacted]@nhs.net; [Redacted]@dundee.gov.uk; [Redacted]@nhs.net;
[Redacted]@north-ayrshire.gov.uk; [Redacted]@ggc.scot.nhs.uk; [Redacted]@nhs.net;
[Redacted]@south-ayrshire.gov.uk; [Redacted]@glasgow.gov.uk;
[Redacted]@nhslothian.scot.nhs.uk; [Redacted]@nhs.net; [Redacted]@southlanarkshire.gov.uk;
[Redacted]@dundee.gov.uk; [Redacted]@aapct.scot.nhs.uk; [Redacted]@aberdeencity.gov.uk;
[Redacted]@orkney.gov.uk; [Redacted]@renfrewshire.gov.uk; [Redacted]@eastrenfrewshire.gov.uk;
[Redacted]@nhs.net; [Redacted]@nhs.net; [Redacted]@east-ayrshire.gov.uk;
[Redacted]@nhslothian.scot.nhs.uk; [Redacted]@southlanarkshire.gov.uk; [Redacted]@nhs.net;
[Redacted]@argyll-bute.gov.uk; [Redacted]@borders.scot.nhs.uk;

[Redacted]@nhslothian.scot.nhs.uk; [Redacted]@borders.scot.nhs.uk; [Redacted]@orkney.gov.uk;
[Redacted]@nhs.net; [Redacted]@north-ayrshire.gov.uk; [Redacted]@nhs.net;
[Redacted]@ggc.scot.nhs.uk; [Redacted]@nhs.net; [Redacted]@aberdeencity.gov.uk;
[Redacted]@nhs.net; [Redacted]@falkirk.gov.uk; [Redacted]@fife.gov.uk; [Redacted]@nhs.net;
[Redacted]@glasgow.gov.uk; [Redacted]@westlothian.gov.uk; [Redacted]@aapct.scot.nhs.uk;
[Redacted]@nhs.net; [Redacted]@cosla.gov.uk

Cc: Deputy First Minister and Cabinet Secretary for Education and Skills <DFMCSE@gov.scot>;

Cabinet Secretary for Health and Sport <CabSecHS@gov.scot>

Subject: RE: Scottish Government correspondence

All,

COVID 19: changes to social care assessments

Following my previous email notification informing you that regulations will commence sections 16 and 17 of the Coronavirus Act 2020 on the 5th April 2020, please also note the following weblink to Statutory Guidance for Local Authorities, to accompany these provisions.

Please share this with your networks

Many thanks,
[Redacted]

Item 13: Letter from Cabinet Secretary to Alison Johnstone MSP



A28050625.pdf

Item 14: Living Wage Letter from Cabinet Secretary/COSLA

<https://www.gov.scot/binaries/content/documents/govscot/publications/correspondence/2020/04/coronavirus-covid-19-fair-work-and-the-living-wage-in-adult-social-care---letter-from-cabinet-secretary-and-cosla/documents/coronavirus-covid-19-fair-work-and-the-living-wage-in-adult-social-care---letter-from-cabinet-secretary-and-cosla/coronavirus-covid-19-fair-work-and-the-living-wage-in-adult-social-care---letter-from-cabinet-secretary-and-cosla/govscot%3Adocument/Fair%2Bwork%2Bin%2Bsocial%2Bcare%2B-%2BLetter%2Bfrom%2BCabinet%2BSecretary%2Band%2BCouncillor%2BCurrie%2B-%2B10%2BApril%2B2020.pdf?forceDownload=true>

Item 15: Letter to Chief Social Work Officers

Children and Families Directorate
Office of the Chief Social Work Adviser



Scottish Government
Riaghaltas na h-Alba
gov.scot

T: 0131-244 6317
E: DCAFCovid19Hub@gov.scot

Chief Social Work Officers – by email

Our ref: A27501210
19 March 2020

Dear colleague

COVID-19 – BUSINESS CONTINUITY AND SERVICE PRIORITISATION

As you will know, we are experiencing a continued growth in covid-19 cases. We are now in the 'delay' phase of the response to the pandemic and I am sure that your preparations for coming weeks and months are well under way. I would like to thank you and those under your direction for all your work and commitment in helping in our response to this situation and to offer support where possible. In this letter I wanted to highlight some key priorities and also outline some of the work that we are taking forward in the Scottish Government.

While I recognise that you may not have direct operational responsibility for all social work services, you do hold a critical governance and leadership role. As such, I ask that you liaise with colleagues with operational responsibility across the spectrum of social work and social care services to assure yourself that contingency arrangements are in place and take all necessary steps to ensure that local resilience partnerships are focused on ensuring that statutory functions, and those discharging them, are safely maintained and resourced during this challenging period.

I know that reviews of business continuity plans and service prioritisation arrangements will be ongoing locally as they are nationally, and that you will be actively considering how you will move available workforce skills, capacity and resources accordingly.

In doing this it might be helpful to think of the following points:

- Ensure that **Child Protection Register** details are kept up to date. It may also be advisable to hold details identifying vulnerable individuals and/or families including those Looked After at Home, or supported by Throughcare Services. I am sure you will also be bearing in mind that children may be more at risk of abuse or neglect due to the impacts of an outbreak. The welfare of children of lone parents who are either self-isolating or have become too ill to take care of their child/children should be protected and supported through appropriate arrangements.

- Ensure the **Vulnerable Adults list** for your area is updated. Other vulnerable people should be added if their **unpaid carer** or **personal assistant** can no longer care for them.
- Consider specific vulnerabilities in the context of possible coronavirus infection. In case of assistance, I have attached a note on the latest available clinical guidance on those considered to be most vulnerable and in need of shielding in the context of coronavirus infection. In addition, the following groups have been highlighted as being vulnerable due to a high risk of poor outcomes from infection: homeless people and rough sleepers, those using alcohol and drugs, those in and leaving prison. Those with limited capacity to understand or follow guidance may also be vulnerable.
- Check and update **MAPPA contingency plans**, with a particular focus on those assessed as high/very high risk. Regarding timescales set out in the MAPPA guidance, during the pandemic, it is not expected that these timescales will be able to be adhered to in all cases and a pragmatic approach should be taken. As you already do, prioritisation of workload and meetings should be informed by risk and consideration given to holding meetings remotely where they are deemed necessary and where this is possible.
- Similarly, in relation to **community orders dealt with by justice social work**, it is expected that timescales set out in practice guidance will not be met in all cases. We encourage all areas to take a pragmatic, risk-based approach, prioritising those cases which present a high risk of harm, public protection issues, or a particular known vulnerability. The latter may also be recorded on the vulnerable adults list. Further advice relating specifically to criminal justice matters will be issued in due course.
- Areas which currently operate the **Caledonian System** will be communicated with separately.
- Confirm that contact details for all **Care Homes and Residential Care Units** are up to date and contact has been established with the people in charge. As you will know, the Local Authority retains a Duty of Care for all residents should services be compromised. You will wish to seek assurance that appropriate contingency plans are in place, including for external providers.
- Ensure that **Care at Home services** are well prepared and prioritised as the main service to support vulnerable people at home and in communities.
- Staffing in **Care at Home services and in Residential Services** for both children and adults may also pose particular challenges as the pandemic progresses. We are working with the Care Inspectorate and the Scottish Social Services Council on how the regulatory framework can support the national response to coronavirus. I attach a short note to highlight where there is already flexibility in relation to workforce regulation and where changes are being implemented immediately to assist in redeployment and recruitment. We have sought to consider how potential legislative changes could further assist in workforce availability, should an emergency situation be declared by the government and will provide further information on this once available.
- Be assured that provisions are in place for **children and young people in secure and residential units** (including secure accommodation and any related accommodation in support of mobility or step-down arrangements) and communications lines are established with Kinship and Foster Carers
- Keep contact details up to date with SCRA Locality Reporter Managers and CHS Area Support and Improvement Partners. This against the potential for special measures – including active caseload management and/or a move to emergency and time-critical business only need to be applied to children's hearings (and connected court proceedings).
- Consider requirements for petty cash in relation to a potential requests for support under s12 or s22 and take steps to ensure this is sufficient.

Guidance

Health Protection Scotland (HPS) has published specific [guidance](#) for infection prevention and control in social or community care and residential settings for COVID-19 to support those working in the social care sector. This guidance is based on the [National Infection Prevention & Control Manual](#) and includes advice on how to prevent spread of all respiratory infections including COVID-19 with setting-specific information and advice. A [letter](#) was issued by the Cabinet Secretary for Health and Sport on Friday, 13 March pointing to the HPS guidance and including an additional [annex](#) with specific clinical advice from the Chief Medical Officer about visitors and admissions to care homes.

Further advice will be circulated as the situation develops. This will include guidance around prospective legislative changes in the event that an emergency situation is declared by the government.

We have received enquiries about access to appropriate equipment to ensure staff can safely and effectively deliver support to people in their homes and in residential care settings. A particular priority that has been raised is Personal Protective Equipment (PPE). Emails from [Redacted] have now been issued to Chief Officers of Integration Authorities and Chief Executives of Local Authorities, and copied to all CSWOs, on the arrangements in progress with NHS NSS. I will ensure you are kept updated on developments.

We are aware that there is likely to be a significant impact on demand within the social work and social care system over the coming months and that you will have to manage these within the context of direct impacts on your own staffing and resource. I am committed to working with you to ensure you receive appropriate support and guidance at national level. Please contact me directly or via the DCAFCovid19Hub@gov.scot if you are seeking further advice. We will also continue to work in coordination with Social Work Scotland to obtain your input on the further work that needs to be prioritised and are setting up a weekly teleconference to ensure regular contact through that route.

Discussions are taking place at a national level to identify ways to further support frontline activity. This includes plans by national organisations such as the Care Inspectorate and Scottish Social Services Council to release suitably qualified staff to help frontline support, and how the contribution of volunteers can be facilitated. I will continue to advise you of any developments impacting the availability of advice and/or resources to support social work and social care services across Scotland.

Yours sincerely,
[Redacted]

Scottish Social Services Council – Statement on Regulation – 17 March 2020

Current flexibility regarding registration and redeployment between services

People working in social service roles in nurseries, care homes, care at home and housing support services, residential childcare services and school care accommodation service can currently work for six months without being registered. We understand that for people working in these services applying for registration will not be a priority. We will update this information if there is any change to this time period.

Workers registered to work in one kind of service can be immediately redeployed to work in another kind of service without any need to change their registration status with the SSSC. They would currently have six months in which to register to work in a different service.

- For example, a Care Home worker could be immediately deployed to work in a Care at Home service, provided the provider is satisfied they have the appropriate skills and experience for the work.
- Similarly a healthcare worker can be redeployed immediately into a registered care service and would currently have six months before there was a requirement to register with the SSSC.

Changes in regulatory practice that the SSSC are implementing immediately

Prioritising registration of social workers

Social workers have to be registered with the SSSC before they can practise. We will prioritise processing social work applications.

Keeping as many people on the Register as possible

People on our Register have to pay an annual fee and have to submit a renewal application at the end of their registration period. If they don't, we normally remove them from the Register. We will continue accepting fees and renewals, but if people don't pay, or don't send in their renewal they will stay on the Register. We will contact people in due course when appropriate to do so.

Focusing on high risk fitness to practise matters

The safety and wellbeing of people who use services remains our priority. We will be changing our referral guidance for the sector, and only requiring them to refer the highest risk situations, such as abusive behaviour. We will delay investigating lower risk cases so the workforce can concentrate on responding to the pandemic.

We will only hold fitness to practise hearings for temporary suspension orders, when we feel somebody should be temporarily suspended from the Register to protect people who use services. We will hold these hearings remotely using video conferencing and support the worker to take part.

Registration qualifications

We understand that some of our workforce may be worried about completing their qualification. We can extend the amount of time people need to complete their qualification and will not remove people from the register at the end of their period of registration during the pandemic. They can carry on working as normal. We will be in touch at a later time and will discuss with them what time period they need to complete their qualification.

Social work students

We are working with universities to decide if students should continue to go on practice placements and will have a statement on this later today (Tuesday 17 March).

People who have been removed from the Register for not completing their qualification

Anyone who has been removed from the register for not completing their qualification can apply and we can look at putting them back on the register

If someone previously left work (and the register) because they were approaching the end of the period required to gain qualifications, you can reemploy these workers. They will have the normal period in which to apply for registration, which is currently six months.

People who have left the workforce

We are planning to contact people who have recently left the register to make sure they are aware that they can still work in the sector (other than as a social worker) even if they are no longer on the register.

We will be issuing more detailed guidance shortly.

Clinical guidance on those identified as vulnerable groups due to age, underlying health conditions or pregnancy – 17 March 2020

1 Those with general vulnerability due to age, underlying health conditions or pregnancy.

This group includes those who are:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (ie anyone instructed to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) respiratory diseases, such as [asthma](#), [chronic obstructive pulmonary disease \(COPD\)](#), emphysema or [bronchitis](#)
 - chronic heart disease, such as [heart failure](#)
 - [chronic kidney disease](#)
 - chronic liver disease, such as [hepatitis](#)
 - chronic neurological conditions, such as [Parkinson's disease](#), [motor neurone disease](#), [multiple sclerosis \(MS\)](#), a learning disability or cerebral palsy
 - [diabetes](#)
 - problems with your spleen – for example, [sickle cell](#) disease or if you have had your spleen removed
 - a weakened immune system as the result of conditions such as [HIV and AIDS](#), or medicines such as [steroid tablets](#) or [chemotherapy](#)
 - being seriously overweight (a BMI of 40 or above)
- those who are pregnant

2 There are some clinical conditions which put people at even higher risk of severe illness from COVID-19.

This group includes:

- People who have received an organ transplant and remain on ongoing immunosuppression medication
- People with cancer who are undergoing active chemotherapy or radiotherapy
- People with cancers of the blood or bone marrow such as leukaemia who are at any stage of treatment
- People with severe chest conditions such as cystic fibrosis or severe asthma (requiring hospital admissions or courses of steroid tablets)
- People with severe diseases of body systems, such as severe kidney disease (dialysis)

Item 16: Letter from Cllr Aitken

Councillor Susan Aitken
Scottish National Party
LANGSIDE - WARD 7
Leader of the Council

Phone: 0141 287 3751 or 07881 282 652
E-mail: susan.aitken@glasgow.gov.uk

29 April 2020

Cabinet Secretary for Health and Sport
The Scottish Government
St. Andrew's House
Regent Road
Edinburgh
EH1 3DG

Dear Jeane,

Following on from your statement in Parliament yesterday and my conversation on Monday with [Redacted] about national support to resource gaps in Glasgow's home care workforce caused by Covid-19, I have outlined the current situation in the city below.

This includes information about the additional staff that we have managed to secure through NES and SSSC. Mr [Redacted] indicated to me that there are somewhere in the region of 2000 staff ready to be deployed. I welcome this commitment and hope that we can see some of these staff ready and able to work in the city timeously.

As Leader of the Council, I am proud of the professionalism and dedication of the workforce across the Council in these challenging and traumatic times. This is particularly true in social care where exemplary care continues to be provided to almost 4,000 people daily.

The pandemic undoubtedly poses challenges for the service, particularly through absence rates in home care which currently sits at around thirty percent. To be clear, the majority of staff absence relates to self-isolation, absent due to underlying health problems or shielding, rather than confirmed cases of Covid-19.

The effect of this has been a need to focus our resources on people in critical need and reduce the number of home care clients to whom we are able to deliver a direct service.

There are currently 1737 service users to whom we are not able to deliver a service, out of a total of 5539 service users. As you will know we used a prioritisation process to identify those priority one clients, and we have a daily triage to reconsider our prioritisation. We also provide access to a direct telephone number for clients and their families to advise of changes in circumstances. We continue to work with our third sector partners to provide support to those clients we have been unable to visit.

Even with this reduction in home care, we are still undertaking somewhere in the region of 60,000 visits per week.

We have been working to securing additional resources. I can advise that immediately with the onset of Covid-19, we contacted around 120 final year social work students as well as recent leavers. This yielded around 200 people who after training have been deployed into older people's residential care and children's residential care, as well as home care. As you aware NHS Education for Scotland has produced a list of volunteers nationally. For Greater Glasgow and Clyde, this list was used to identify any additionality for our acute system, and then there were 79 people identified as being appropriate to work in community services. The 6 Greater Glasgow and Clyde HSCPs are working together to allocate resources across the health board area with a critical focus firstly on care homes and the majority of them will not be available to Glasgow. Separately GGCNHSB colleagues have identified additional nursing staff available for care homes across GGC and we are working with them on this.

In addition the Scottish Social Service Council has developed a list of available staff, which is accessed through their recruitment portal. This is searched on a daily basis by our HR team and currently there are 15 people on the list prepared to work with older people in Glasgow. We are currently assessing their suitability and will allocate them accordingly. As you can see, we have had some success through our local action in bringing people into the workforce, but not enough to cover the absence rates we are currently experiencing. We would need around 600 home carers to allow us to reinstate all of the home care packages outlined above.

It would be helpful if you could advise on how we might access these available staff. Do they sit as part of the NES and SSSC resources that we have been using as outlined above? Or is there an alternative system in place to deploy them to areas of need?

Given the urgency I am keen to progress this as quickly as possible so I would be grateful if the relevant officials at the Scottish Government assigning this resource could contact [Redacted], Interim Chief Officer of the Glasgow HSCP to progress these discussions.

She can be contacted via email at [Redacted]@glasgow.gov.uk

I look forward to hearing from you.

Yours sincerely,

Councillor Susan Aitken
Leader of Glasgow City Council

Item 17: Letter from Cabinet Secretary to Cllr Aitken

Cabinet Secretary for Health and Sport
Jeane Freeman MSP



Scottish Go
Riaghaltas na h-Alba
gov.scot

T: 0300 244 4000
E: scottish.ministers@gov.scot

Councillor Susan Aitken
Glasgow City Council
susan.aitken@glasgow.gov.uk

May 2020

Dear Susan

Thank you for your letter of 29th April regarding staffing in the city's care at home service. I apologise that it has taken a while to respond. It was helpful to understand the range of activity that has been undertaken within the Council to ensure that care at home packages can be maintained.

In respect of the efforts that the city's Health and Social Care Partnership have undertaken in order to mitigate the impact of absence of care at home staff I note the recruitment of social work students and other returners. The figure of 200 is a significant achievement and my officials have informed me that your Chief Officer has further advised that the Council is in fact redeploying resources within the Council into the older people's care sector as well, following the provision of training such as moving and handling. I am also advised that the HSCP has continued to recruit into the service during this crisis and that is welcome. I acknowledge the position you outline and that this still leaves a shortfall of 600 staff in your care at home service.

Nevertheless, I am keen to ensure that service users go without the services that they have hitherto received for as short a period of time as is possible. I am advised that a further discussion has taken place on 22 May between my officials and the Partnership and robust follow-up by the Partnership with accessing potential resource from the SSSC portal was agreed. I hope that this will realise additional benefit to your service. I trust that you will find this of assistance.

Item 18: Letter from Monica Lennon MSP to Cabinet Secretary

Monica Lennon Member of the Scottish Parliament for Central Scotland Region

Scottish Parliament, Holyrood Road, Edinburgh, EH99 1SP Tel: 0131 348 6484
monica.lennon.msp@parliament.scot Twitter: @monicalennon7

Jeane Freeman MSP
Cabinet Secretary for Health and Sport
Scottish Government
St. Andrew's House
Regent Road
Edinburgh
EH1 3DG

29 June 2020

Dear Jeane

On 28 April, in response to questions in the chamber from Ross Greer MSP, I was pleased to hear you make clear that cuts to social care packages are not acceptable. You also referred to a joint letter from you and Councillor Stuart Currie on behalf of COSLA, making a commitment to meet any additional costs arising as a result of the demands of COVID-19 on social care packages.

You advised the chamber that local authorities had been asked what they need in terms of resources or staffing. Advising that not all local authorities had responded in that way you went on to say: "I regret to say that not all of them have done that, but we will continue to press very hard the point that they should reinstate those social care packages, bearing in mind their statutory obligations in that regard and our offers of significant support and help."

I would be grateful for an update on the Scottish Government's discussions with local authorities that have cut social care packages, what resource and staffing issues have they raised, and what action has been taken in response? It would also be helpful to get an update on how many returners to the social care workforce have been deployed in each local authority and what difference this has made to capacity.

The COVID-19 Committee recently heard worrying written and oral evidence from Inclusion Scotland about the impact withdrawn or reduced social care support is having on disabled people and their families. Through my own casework I know that many people have become unpaid carers overnight during the pandemic. With day care centres and respite services being unavailable during lockdown, it has been a very lonely and stressful time for many individuals and I would be grateful to hear your response to the issues raised by Inclusion Scotland.

I look forward to hearing from you.

Yours sincerely,

Monica

Monica Lennon
Member of the Scottish Parliament for Central Scotland Region
Scottish Labour Shadow Cabinet Secretary for health and social care