

Core brief

Daily update
(18 February 2021, 4.55pm)

Topics in this Core Brief:

- Staff Listening Service
- Schools Reopening and Childcare
- Adult mental health ward praised for providing excellent care during the pandemic
- Life on the Frontline – contact tracers

Staff Listening Service

During 2020, we know that the impact of COVID-19 has raised levels of anxiety and stress beyond what most NHSGGC staff have ever experienced. The Spiritual Care Team in partnership with Health Improvement are aware that staff in all roles and departments could benefit from being able to access, on top of the Employee Counselling Service and Occupational Health, a separate confidential, person centred, compassionate and impartial listening service to support their ongoing needs and resilience throughout 2021.

To access the service, staff should call the Main Switchboard 0141 201 1100 and ask for the Spiritual Care Team. You will be asked for your name and the Switchboard Team will then put you through to a trained, professional listener. When your call is put through to a listener, you will be listened to without judgement and hopefully feel genuinely heard. Should a listener be unavailable you have the option to leave a message with contact details directly with the service to request a call back.

Listening is integral to the practice of professional, spiritual care staff who are generic NHSGGC chaplains, but this Staff Listening Service is not about religion, denomination, beliefs or philosophies it's about your need to 'just talk' and 'be listened to' in your own time.

During a one hour listening session staff are free to talk about whatever is on their mind and/or anything that might be causing raised levels of stress or a bereavement experience.

From time to time a listener may think it is appropriate to signpost staff to additional services. We will always seek your consent if we signpost to other services and will not make formal referrals at any time or document any conversations. We will only make a note of basic confidential data, which will not be shared other than stats for monitoring purposes.

Remember you can call us between 9am and 10pm, seven days a week to talk to someone who will listen and support your wellbeing.

Schools Reopening and Childcare

As per the first minister's announcement on the 16 February in regards to schooling:

- Full time reopening for P1-P3 Children
- Part time reopening for senior pupils for essential practical school work only.

- All other primary and secondary pupils to continue to adopt remote learning
- Childcare services remain open to key workers and vulnerable children
- To review your childcare options please click [here](#).

For details on what support services HR COVID support team can offer please see this week's hot topics [here](#).

Your local authority will also be able to provide further information about schools in your local area.

Adult mental health ward praised for providing excellent care during the pandemic

A huge thank you goes to staff at an adult mental health ward at Leverndale Hospital for their hard work and dedication during the COVID-19 pandemic. Their efforts have also been praised by the Mental Welfare Commission for Scotland.

The Commission inspected the rehabilitation ward and spoke to staff and patients to better understand how care has been managed throughout the pandemic.



Susanne Millar, Interim Chief Officer at Glasgow City HSCP, said: "This has been a hugely challenging year for everyone, not least patients who are faced with complex mental health problems."

Staff were praised for the weekly activities they designed to support patients, including cooking groups, arts and crafts groups, beauty sessions, socialising through games, weekly themed nights and most recently, a 'Come Dine with Me' themed event. Staff have also recognised the impact of the COVID restrictions by creating a 'lockdown wall' at the entrance of the ward.

Susanne added: "I'm delighted that this report has highlighted the incredible work of our teams to ensure an environment where the needs of our patients is at the front and centre of everything we do. The passion and commitment demonstrated by our staff has provided care and support when people have needed it most and I want to thank them for all that they do."

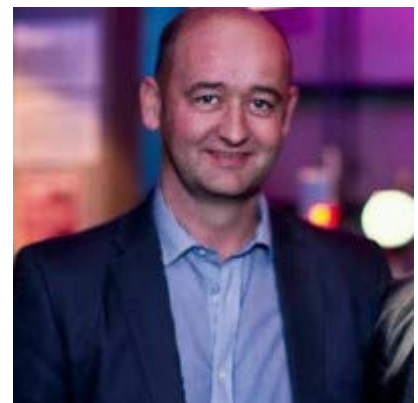
[Click here to read the full report.](#)

Life on the Frontline – contact tracers

In the last of our features of contact tracers we meet Tom Rodgers a former DCI with Police Scotland.

After working for HMRC since leaving school, Tom joined the Police service. He had an extensive career across community policing, CID, Serious Crime Squad and Intelligence Departments.

He retired from the Police service, four years ago and with his wife, set up a wedding business, which published the first issue of Glasgow Wedding Magazine, prior to lockdown.



Tom's story

At the end of March, I contracted COVID and was admitted to Crosshouse Hospital in Ayrshire. I was in hospital for around three weeks, with some time spent in ICU. Once recovered, I knew I wanted to help so applied to join the Test and Protect Team.

It was a great opportunity. I had the skill set, I can talk to people, especially those distressed or who have lost loved ones. It was one of the difficult tasks in the Police but experience helps with that. I have interview skills, people skills and I wanted to put them to good use. It's very interesting, especially when there can be discrepancies when you talk to people and you don't want to feel like you are catching them out. All you want to do is get the right information to the right people.

When I'm doing this job, I realise that this service wasn't there for my family in the early days, but now that it is in place, we can help so many people and help stop the spread of the virus. I have the opportunity to help get the right messages out there. It's so important not to scare people. I am pleased I am playing my part. By doing what I do, I could be saving a life. That's the job satisfaction. By staying up to date, you can furnish people with the right information.

Some people can be a little defensive, but there are ways of encouraging them! I work in a great team; there are 18 of us. There are so many different skills sets; people from so many different backgrounds, allowing knowledge sharing opportunities. Everyone wants to do it right and they take great pride in their work.

We are here to help, and doing our role properly, helps to save lives.



Please keep up-to-date with the latest guidance on our dedicated web pages at: www.nhs.uk/ggc/covid19. If you have any questions about the current situation please check the [FAQs](#) first. If you have any further questions, please email: staff.covid19@ggc.scot.nhs.uk

Staff are reminded to make sure their [personal contact details are up to date on eESS](#).

It is important to share Core Brief with colleagues who do not have access to a computer.
A full archive of printable PDFs are available on [StaffNet](#)