**GCHSCP Internal Process for Staff referring to the Shielding Team or Glasgow Helps**



**– 24 April 2020**

As outlined in the media there has been a range of initiatives established which provide assistance to vulnerable people due to the impact of COVID 19.  The HSCP has been working with Glasgow City Council colleagues and various voluntary organisations / partners to develop support arrangements if we identify individuals/or families who have additional needs.

There are now two routes for assistance for Glasgow residents - **Shielding and Shielding PlusTeam** and **Glasgow Helps**. More info below:

       **Shielding and Shielding Plus** – **GCHSCP** **staff concerned about a residents who are unable to leave the house due to a health condition / disability vulnerability / financial hardship / social isolation, can refer them to this team using the Shielding Plus Request Proforma (attached). Completed form should be emailed to** [**shieldingplus@glasgow.gov.uk**](mailto:shieldingplus@glasgow.gov.uk).



The Council are supporting the Shielding support arrangement for food provision but is now embarking on a Shielding Plus programme to reach other vulnerable groups. The team can arrange weekly food deliveries (including toiletries) and fuel support to vulnerable people who meet their criteria. These packs consist of 23 basic items which are supplemented with fresh meat, fruit, dairy and vegetables taking into consideration any dietary or religious requirements.  British Red Cross have been supporting some of our most vulnerable service users by delivering emergency food packs to individuals who have contacted the Shielding Team direct prior to them being added to the weekly distribution programme. The team can also provide access to financial assistance, emotional support and welfare visits through volunteers.

       **Glasgow Helps​ - There is a dedicated email for GCHSCP staff to refer to this helpline -** [covidrefer@gcvs.org.uk](mailto:covidrefer@gcvs.org.uk) – **you should include as much information as possible in the email. There is also a phone number that you can pass to residents to self-refer – 0141 345 0543.**  
Glasgow Council for Voluntary Sector (GCVS) and Volunteer Glasgow have been working with 3rd sector organisations, local communities and mutual aid groups to establish local support arrangements within communities which include access to food banks, prescription deliveriesand practical assistance such as dog walking for people who are Shielding.  They are working closely with various organisations to expand the support provision in areas such as mental health, domestic abuse, and befriending along with identifying additional requirements as new needs emerge. GCVS have developed a service directory on their website [**glasgowhelps.org**](http://tracking.vuelio.co.uk/tracking/click?d=DLj7uXdPHecPC9pfNtvbEr5ke7fQslIxgt74YWavgif6rj8jmHEB517K-qS8E7NsaAZgnsEte9bCpEie1jkW4jXxlAmKymJFYnKztzG1J6u7aU7zQ72vuTlLIVBPOM2xiw2) which provides further information on what is available and links to the volunteering opportunities across the city.

The attached guidance document (Shielding Summary and Shielding Plus Information) provides more information on the supports available and how staff can refer to these. These are also inserted as text below.



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**General Update**

**Glasgow City Council, Shielding, Shielding Plus and GCVS Support**

**Tuesday 14 April 2020**

Shielded Citizens have been identified by the Scottish Government as having an underlying health condition. These medical conditions have been identified by the Chief Medical Officers across the UK. Further information is available from <https://www.gov.scot/publications/covid-shielding-contacts/> and <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-shielding>

Shielded citizens are being offered a range of support from the Scottish Government and the Council.

**Shielded Citizens Shielded Plus Citizens GCVS**

A new website has just been launched outlining the range of support on offer via the Glasgow Helps hub. This is a partnership between Glasgow Council for the Voluntary Sector (GCVS), Volunteer Glasgow, Glasgow City Council and Glasgow's Health and Social Care Partnership. The hub was established by GCVS in response to the lockdown and growing number of people having to self-isolate during the crisis.

**GCVS working with people to offer a range of services for people not on the shielded or shielded plus**

**FOR HSCP STAFF - REFER at** [covidrefer@gcvs.org.uk](mailto:covidrefer@gcvs.org.uk)

**Residents who need support while self-isolating or in lockdown and not shielded or shielded plus can phone 0141 345 0543 or email** [**helpline@gcvs.org.uk**](mailto:helpline@gcvs.org.uk)**. Currently open Monday to Friday from 9am to 5pm or visit the website at** [**glasgowhelps.org**](http://tracking.vuelio.co.uk/tracking/click?d=DLj7uXdPHecPC9pfNtvbEr5ke7fQslIxgt74YWavgif6rj8jmHEB517K-qS8E7NsaAZgnsEte9bCpEie1jkW4jXxlAmKymJFYnKztzG1J6u7aU7zQ72vuTlLIVBPOM2xiw2)

The Shielding Plus category provides access to fresh food provision for shielded citizens and shielded plus citizens to support people that may be self-isolating and have a disability or underlying health condition. **BUT** not currently on the shielding list.

Shielding Plus will support our citizens that have been identified by HSCP or Long Term Conditions/Improving Cancer Journey or by call handlers that identify the customer has a vulnerability and need to self-isolate. Referrals can be made by completing the shielded plus referral form and sending this to the Shielded Plus email address.

**Residents who need support while self-isolating or in lockdown can phone 0141 276 1185 for help or email** [**shieldingplus@glasgow.gov.uk**](mailto:shieldingplus@glasgow.gov.uk) **The helpline is currently open Monday to Friday from 9am to 5pm**.

**Residents identified as shielded and need support while self-isolating or in lockdown can phone 0141 276 1185 for help or email** [**shieldingResponse@glasgow.gov.uk**](mailto:shieldingResponse@glasgow.gov.uk) **The helpline is currently open Monday to Friday from 9am to 5pm.**

Will be offered:

* Free weekly opt-in grocery delivery to their home, for up to 12 weeks or earlier if the customer cancels it.
* An opt-in service to have their name and address shared with supermarkets to get access to a prioritised weekly delivery slot, paid by the customer. This can be in addition to receiving free weekly delivery.
* Financial and welfare benefits advice
* Advice on the collection of medicines
* Emotional support as well as practical support for customers to access the above services.

Shielding Plus – Information

The shielding plus service is being managed by the Financial Inclusion team. Shielding Plus has been set up to support our shielded or shielded plus citizen’s access fresh food. Shielding Plus is for customers who cannot leave their home due to an underlying medical condition and require either fresh or dry food. Customers can be added to the shielding plus list if vulnerability/health condition confirmed by Health and Social Care Partnership colleagues or Improving Cancer Journey/Long Term Conditions Team and the customer needs a food package delivered to their home. The Financial Inclusion team are working closely with colleagues in the Shielding team to share information and to provide customers with either direct support to access fresh food or to provide guidance on what organisations linked to GCVS are offering.

Food Packages have been organised to support our citizens self-isolate as the Scottish Government advised that it is **essential** for those citizens with underlying medical conditions to self-isolate for at least 12 weeks to protect them from getting the virus

**I got a letter from Glasgow City Council telling me that I was identified as on the Shielding plus list what does this mean?**  
  
If you received a letter from the Council advising you that you have been included as part of the Shielding Plus list, it is because you have an existing medical condition that puts you at high clinical risk should you contract COVID-19 and have signed up to receive Scottish Governments Basic Food Package. The Shielding Plus programme aims to provide individuals identified with a supply of fresh food.

The Scottish Government Shielding list highlighted that it is **essential** for you, to self-isolate for at least 12 weeks to protect you from getting the virus. You should therefore;

* Avoid contact with anyone who you live with that has symptoms of COVID-19 - including a high temperature and/or a new and continuous cough;
* Stay in your house;
* Minimise all contact by not shopping, going out for leisure or travel and arrange for deliveries of food and medication to be left at your front door;
* Use technology such as the phone and internet including social media to keep in touch with family and friends.

The Scottish Government has put in place a programme of support to help you do this.

Letter attached below:-



**I haven't received a letter from the Council regarding Shielding but think I should have, how do I get on the list?**   
  
The list of patients in need of shielding support is not an opt in process. The NHS National Services Scotland (NSS) has used existing databases to determine patients identified as at **high clinical risk**. The definition for high clinical risk has been agreed by all four Chief Medical Officers across the United Kingdom. The full list of conditions agreed as in need of shielding support are;

1. Solid organ transplant recipients  
2. People with specific cancers

a. People with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer  
b. People with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment.  
c. People having immunotherapy or other continuing antibody treatments for cancer  
d. People having other targeted cancer treatments which can affect the immune system such as protein kinase inhibitors or PARP inhibitors  
e. People who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs

3. People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD  
4. People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell)   
5. People on immunosuppression therapies sufficient to significantly increase risk of infection  
6. People who are pregnant with significant heart disease, congenital or acquired

If you fall within these groups and have **not** received any correspondence from the Scottish Government, you are advised to contact your GP direct.  
  
Any additions to the list require to be made through a **clinician and Glasgow City Council is not involved in this process.**

<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-shielding>

**I haven't received a letter from the Council regarding Shielding Plus but think I should have, how do I get on the list?**

To be included as part of the Shielding Plus cases, your Social Worker, Criminal Justice Support Officer, Improving Cancer Journey/Long Term Conditions Team or Health and Social Care Partnership member of staff can contact the council and make a referral if they determine that you require additional support. A referral process has been set up between colleagues in HSCP and the Financial Inclusion team.

We are assisting those who are at increased risk of severe illness from coronavirus.

Gillian Evans to work with Gena Howe and Lesley Haddow to consider options to provide food provision for Scottish Welfare Fund (SWF) applicants, who have applied specifically for money for food. In addition to this a process will be developed between ShiNE and New Routes for prisoners on early release to also access food packages.

Attached below referral form for HSCP/LTC &ICJ



**I haven't had a Shielding Plus letter and don't have the conditions listed, where can I get support?**   
  
We know that there are many more people who do not fall within the groups listed that will also require to self-isolate - either because of a different medical condition, because they have been advised by their doctor to do so, or because they have symptoms of COVID-19. These groups will also require support  
  
Glasgow City Council, Glasgow Council for the Voluntary Sector and the Health & Social Care Partnership have joined forces to establish a Community Hub for Glasgow. This Hub provides information on local groups and organisations in your area that can provide support for a wide range of activities, including accessing food and picking up medication. It links you directly with a local group to discuss your particular needs.  
  
You can contact the Community Hub on 0141 345 0543 from 9am -5pm from Monday to Friday or visit online at [www.glasgowhelps.org](http://www.glasgowhelps.org/)

**What is included in the Scottish Government basic Shielding food delivery?**   
  
The parcels contain enough basic food and household items to last a week for one person. At the moment, it is a standard pack and so it might not meet your specific dietary or religious requirements. Work is underway to tailor these going forward but in the meantime, please read the information that comes with the pack carefully and check the ingredients if you are concerned at all.

|  |  |
| --- | --- |
| Tea bags | 40 bags |
| Biscuits | 1x300g |
| Bread | 1x800g |
| Cereal | 1x500g |
| Baked Beans | 2x415g |
| Soups | 4x400g |
| Pasta | 1x500g |
| Rice / Cous Cous/ Noodles | 1 x 500g |
| Fruit 1 | 1x5 count |
| Fruit 2 | 1x5 count |
| Shower Gel | 1xunit |
| Semi-skimmed UHT MILK. | 2x1ltr |
| Cooking Sauce - jar | 1x350g |
| Pre potato (whole, washed) | 1x2kg |
| Tinned Meat | 1x340g |
| Tuna | 1x145g |
| Veg (peas probably) | 2x300g |
| Chopped Tomatoes | 2x400g |
| Tinned Fruit | 1x410g |
| Toilet Roll | 2xroll |

**What is included in GCC Shielding Plus Fresh Food Delivery?**

The standard pack which has been granted approval by NHS dietitians contains enough fresh food to last a week for one person.

Glasgow City Council Fresh food supplement per person includes;

1/4kg Beef Mince

1 x 7oz Chicken Fillet

1/4kg Sliced Back Bacon

2 slice Lorne Sausage

1 x 6oz Pork Steak

500g Bananas

2 Apples

2 Satsumas

500g Potatoes

500g Carrots

500g Onions

1 Pepper

250g Red Cherry Tomatoes

150g Green Beans

Milk

Eggs

**Who delivers my food parcel?**   
  
Scottish Government Basic Food parcels are delivered direct to you by Brakes. GCC Fresh Food parcels will be delivered by McLays. The delivery will be contact free and parcels left on your doorstep. The delivery staff will ring your doorbell or knock the door to let you know that it has arrived and then step away to a safe distance.

**What if I don't hear the door?**   
  
If there is no answer the delivery driver will leave the food on your doorstep with a calling card.

Attached below is the calling card

  
  
  
**How will I know when my parcel is due to arrive?**   
  
For the Scottish Government Brakes Food Parcel - Your delivery will take place on the same day every week between 6am and 10pm. In Glasgow, this will be either a Monday or a Tuesday. Deliveries will take place even if it is a bank holiday. We cannot give you an exact time for delivery.

For the fresh food delivery from McLays, unfortunately, we do not have a date/time for deliveries, however, as the person is shielding or vulnerable they should be at home and available to receive the delivery.

**The box is really heavy and I can't lift it in myself. What should I do?**   
  
The Scottish government basic food parcel weighs approximately 18kgs. If you need help to bring the groceries into your house you can contact us at [ShieldingResponse@glasgow.gov.uk](mailto:ShieldingResponse@glasgow.gov.uk) or on 0141 276 1185 to arrange support for this.  
  
  
**Do I have to pay for the food parcels from the Scottish Government or Glasgow City Council?**   
  
No. There is no charge for the food parcels delivered from the Scottish Government or Glasgow City Council.  
  
  
**How do I stop my Shielding Plus fresh food delivery?**   
  
You should have received a postcard within the delivery advising how to contact GCC to stop it. Details are below:-  
  
Please call **0141 276 1185** to cancel the delivery or advise of special dietary requirements.

Alternatively complete the online form available here: [**www.glasgow.gov.uk/shieldingreply**](http://www.glasgow.gov.uk/shieldingreply)

If you do need to contact us please call **0141 276 1185.**  
  
  
**I have a prescription ready at the Pharmacy and I`m on the Shielding list but I have nobody to pick this up, what do I do?**   
  
If your pharmacy does not have a delivery service, or is unable to meet demand,   
  
Please contact the Shielding Response Team by email ([ShieldingResponse@glasgow.gov.uk](mailto:ShieldingResponse@glasgow.gov.uk)) or on 0141 276 1185 if you require support with this.  
  
  
  
**I am worried that I cannot pay my bills now I have to stay at home and can't work. What should I do?**   
  
If you need financial advice and support you can contact the Money Talk Team at the Citizens Advice Network. They can determine if you are entitled to any benefits and give advice on money. You can contact them on 0800 085 7145 or visit their website [www.financialhealthcheck.scot](http://www.financialhealthcheck.scot/)  
  
You can also be referred to the Council's financial advice services. If you need help, please contact the Shielding Plus by emailing [ShieldingPlus@glasgow.gov.uk](mailto:ShieldingPlus@glasgow.gov.uk)

**I am worried due to social isolation and I`m on the shielding plus list. What should I do?**

If you need emotional support you can contact the shielding plus team by email and a referral will be made for a member of the team to contact you. If you need help, please email [ShieldingPlus@glasgow.gov.uk](mailto:ShieldingPlus@glasgow.gov.uk)