

# Core brief

## Daily COVID-19 update (22 May, 4.30pm)

Topics in this afternoon's Core Brief:

- Life on the Frontline
- COVID-19 Contact Tracing
- Protection from Abuse
- Compassionate Distress Response Service (CDRS)
- Press Interest
- Wellbeing Event at Glasgow Dental Hospital

### Life on the Frontline

In the spotlight today in our series of Life on the Frontline videos is Morgan Cassidy, Orthotist at the Royal Alexandra Hospital.

Morgan talks about how her work has completely changed as she takes on new tasks at the hospital's front door as well as the changes in her home life during the COVID-19 outbreak.



## **COVID-19 Contact Tracing**

Training is underway to facilitate the first phase of Test Trace Isolate Support (TTIS)

Over 160 staff members will be trained and equipped to deliver contact tracing by the end of May.

Training is taking place at Eastbank Centre, where staff can develop their skills before moving to home working. The centre will continue to host the core team and those not able to work from home.

Plans are in place to expand this workforce with ongoing recruitment from wider staff groups, as well as members of our Staff Bank Service thereafter. We are also working with partner agencies to explore additional opportunities.

## **Protection from Abuse**

Evidence indicates the risk of harm from domestic abuse and other forms of gender-based violence (gbv) increases significantly during lockdown.

Many of the women, children, and some men who use our services will be facing additional barriers to surviving this abuse during lockdown. The risk of serious harm and the challenges of accessing support will be significantly heightened for gbv survivors with protected characteristics.

NHSGGC staff may also be living with domestic abuse or other forms of gbv while they continue to provide excellent care to patients and service users in our communities.

NHSGGC has liaised with its national and local partners to provide a range of resources to inform and support staff working with survivors or who have concerns that someone is at risk of harm. This includes information about gbv support services, domestic abuse guidance for NHSGGC staff, guidance on making telephone consultations safe and guidance for managers on supporting staff experiencing domestic abuse.

These and other resources can be found on Staffnet and the [Protection from Abuse web page](#).

## **Compassionate Distress Response Service (CDRS) - Care, Listen, Connect**

A new Out of Hours service to support adults within Glasgow City experiencing emotional distress is available from Monday, 25 May 2020.

The Compassionate Distress Response Service (CDRS) will support people who do not require a medical or specialist psychiatric assessment in their period of emotional distress.

Response workers will provide a listening ear for those referred into the service and support them to develop a plan of action to help alleviate their feelings of distress. In light of the current pandemic, the service is offering telephone support only at this point.

The service is available seven days a week from 5pm to 2am and is provided for Glasgow City Health and Social Care Partnership by Glasgow Association for Mental Health.

Further information on the service and how to make a referral, see the [CDRS leaflet](#).

## **Press Interest**

As we continue to deal with the pandemic, media interest in our work and staff remains higher than ever.

This has provided some great opportunities to promote the fantastic work which is going on throughout NHS GGC.

All media requests should come through the 24 hr press office, where staff can be reached on 0141 201 4429. It's important that if you are contacted directly by a journalist, you pass this on to the press team.

### Wellbeing Event at Glasgow Dental Hospital

Staff at GDH took a trip back in time to the 1980's as part of Wellbeing Week.

Representatives from [Project Wingman](#) greeted everyone on arrival at the transformed Canteen and Coffee Lounge. Staff were offered teas, coffees and snacks and had the chance to spend some time talking about the changes to their daily working lives. Relaxing meditation sessions were also on offer.

The socially distancing "Klub" provided the opportunity for some mocktails, dancing and 80's tunes, while a photo booth captured some happy memories of the day.



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](#)