

# CORONAVIRUS (COVID-19) DAILY INFORMATION UPDATE



KEEP UPDATED AT ALL TIMES ON THE WEBSITE

<https://www.glasgow.gov.uk/staffupdates>

4 June 2020



Home care volunteer hero Pat making a real difference



The council is very proud of how committed all our staff are in helping to keep the city running at this time. In particular many of our home care heroes are going the extra mile to make sure our most vulnerable service users

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are supported at the moment. In the East of the city, **Home Carer Pat Byrne** has been going out of his way to provide continuity and reassurance for his service users, during this uncertain time.

Since taking up his post last year Pat has already established a strong bond with his service users who have grown to trust and rely on him. He normally works a seven days on, seven days off shift pattern. However, as the workforce is lower at the moment due to 'shielding' and absence, some of his service users wouldn't have their usual alternate carer on his week off.

**Pat's manager Liane Brophy** said: "Some of Pat's service users were anxious about different carers coming into their homes and were struggling to adapt to the changes. So Pat selflessly volunteered to work some extra hours to cover his back to back colleague to make sure that his service users were seeing familiar faces. He is a hard worker and despite only starting with the service last year, he has already developed good relationships with his service users. We feel lucky to have such a dedicated carer in our team."

**Service user, Thomas** said "My wife is in a care home and with visiting restrictions in place due to the virus I haven't been able to see her. Pat has been a great support to me and I really appreciate him spending his time to help me through this difficult time."

**Pat** said "I really don't think I am doing anything special, it is such a difficult time and we all need to help each other through it. My manager is really grateful and I am just happy that I am able to help."

#### Support for volunteers in health and social care services

**Looking After Your Wellbeing during COVID-19**  
Guidance for Employee Volunteers and Managers

**THANK YOU!**

We would like to thank our employee volunteers and their managers for the extraordinary commitment made to support the continued delivery of essential services to our Glasgow citizens during this difficult time.

We recognise that this is no small task and that the scale of the challenge is unprecedented, so we want to also reassure you that you're not alone and that we want you to feel supported every step of the way.

The information and resources we have developed to support you are aligned to the recommendations and work of the Scottish Government and NHS, and are tailored to meet your needs in your role. We will be sure to update you on any further materials published in the forthcoming weeks.

**Glasgow City Council**

We have produced a [wellbeing pack](#) for staff volunteers currently delivering essential health and social care services in response to the pandemic.

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It offers top tips and support on looking after your mental wellbeing whilst volunteering in this key role.

### NS staff volunteer to support colleagues



One of the volunteers –  
Derek Wells,  
photographed at the  
Botanic Gardens

Thirty-four staff from across Neighbourhoods and Sustainability have done a fantastic job supporting colleagues in Bereavement Services to deliver a vital service at the council's cemeteries and crematoria.

**David McColl, Assistant Group Manager** explained: "At the beginning of the pandemic we appealed for volunteers from across the Service and we were delighted with the response. Staff from across a range of areas including trading standards, parks development, community payback, florists and others were quick to respond.

"We then offered our volunteers the opportunity to spend a day to sample the kind of work that is done. Small groups of two or three staff were invited to spend time at Linn and Daldowie crematoria, and others based in some of our cemeteries."

**David** continued: "After that our volunteers were offered full training to equip them for their new roles. They underwent the three day SQA Principles and Practise of the Cremation Process which is a training package specially developed to allow people to assist in all aspects of the cremation process.

"Thanks to the commitment and hard work of these staff we now have a team of trained and skilled volunteers to help make sure we can deliver a very vital service for the city."

**Derek Wells** is one of the volunteers who is making a difference. Derek works as a Natural Environment Officer within Parks Development based at Exchange House. Since volunteering he has been assisting his Bereavement Services colleagues with all aspects of the job at Linn and Daldowie Crematoriums.

**Derek** said: "For the past ten weeks I've done a variety of roles within our crematoriums. Initially I found some of the work a bit daunting but I quickly adapted to my new role. Staff and the management at both locations supported me and made me feel part of their small professional and knowledgeable team.

"The work is a far cry from my usual role but it's been rewarding and I'm glad I've been able to make a difference."

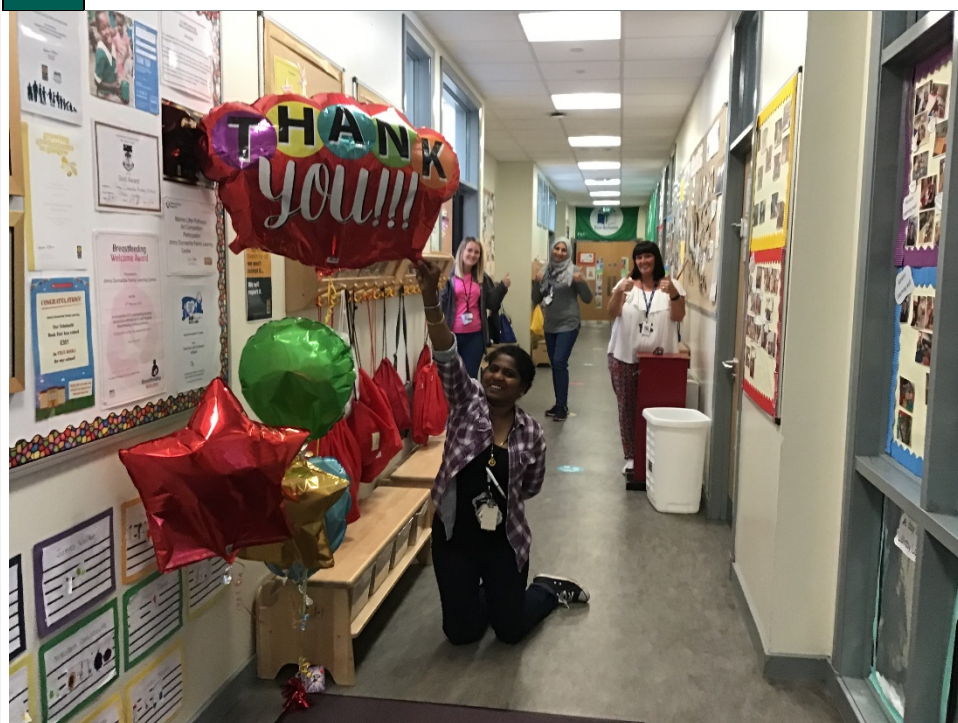
**Seamus Connolly, Group Manager, Parks Development and Bereavement Services, NS** said: “The volunteers are assisting with a variety of roles including chapel duties, engaging and assisting mourners as well as being trained in and helping with the cremation process.

“We’re very grateful to these staff who have volunteered to support their colleagues in Bereavement Services at a very challenging time.

“We’re all working as a team to support and comfort bereaved families across the city. We’d also like to thank our colleagues in Financial Services (CBS), Property and Land Services (DRS), and the NS Training team at Daldowie. Working as a team has enabled us to deliver over 1500 services to date during the current pandemic.”

**Working together to provide essential services.**

### New ways of working for Family Learning Centre



Some of the staff with the ‘Thank You’ balloons from one of the key worker families.

Staff at the Jimmy Dunnachie Family Learning Centre in Arden have learned a new social distancing way of working to support children of front line workers during lockdown. And the team were delighted to receive a thank you card and balloons from one of the keyworker families.

**Ann Robb Head of Centre** said: “Initially we were nervous about our ability to offer a safe and fun service for our families but after 10 weeks of lockdown we’ve had plenty of practice.”

**Mary Shaw Depute Head of Centre** said: “We’re providing caring, nurturing environment where our children have a routine and where they can feel safe and secure. They are able to interact with known adults who are providing fun activities both in and outdoors where they are learning to move around safely. Having the opportunity to use all areas within the school campus enables the children to share space and initiate their own play.”

**Supporting our communities.**

### Share your story with us



**We know you're all proud to play your part for the city** – so we would love to hear from you about how you and your colleagues are supporting the city at this challenging time.

You could:

- Give a shout out to a colleague who is going above and beyond to deliver a service
- Tell us if you are volunteering to help deliver an essential service
- Share what your team is doing to keep services running for our citizens.

Email a couple of lines and a mobile phone picture, if you have one, to [Insider@glasgow.gov.uk](mailto:Insider@glasgow.gov.uk) so that we can share your story with colleagues across the council family.

**Thank you for making a difference.**

**Keep up the great work – what we're hearing on Twitter**

**Follow us @GlasgowCC on Twitter or Glasgow City Council on Facebook**



**Alison Douglas** @Alison\_Douglaz  
May 27, 2020 - 2:33pm • View Post

Post

I'd like to give a big shout out to the AMAZING @GlasgowCC binmen who came and cleared my garden of the CRAZY bin load in WE park St. The remaining junk pile has been lodged for an uplift! Seriously folks, the binmen are totally epic and I dunno what we'd all do without them.

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