TELFORD & WREKIN LOCAL OUTBREAK PREVENTION & CONTROL PLAN

30th June 2020

FINAL

STAY SAFE
Be kind

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Appendices

Foreword

It is essential that we recognise, as the focus moves to the next phase of the pandemic, that a strong locally-led system is best placed to prevent and reduce transmission of the coronavirus. Telford & Wrekin Council are in an ideal space to take on this role, making use of our internal expertise and the sound relationships we have with key local partners in: the NHS, Public Health England West Midlands, Shropshire Council, the community and voluntary sector and crucially with our communities.

We want to reduce the number of new community cases of COVID-19 to zero in the shortest time possible, and minimise the impact the virus is having on our most vulnerable groups – especially those in Black and Minority Ethnic Groups, older people and those who are clinically vulnerable. There are also the wider effects on our local residents linked to the impact of the lock down, particularly emotional health and wellbeing.

The success of the Test and Trace programme depends on a fully integrated approach between national and local government and a range of local partners, working with employers, schools and education settings, care providers, and the organisations which support our more vulnerable residents. Data flowing effectively from each part of the system is without a doubt a critical issue. Communication with our residents to give advice and support us all to stay safe is another key theme.

Our local relationships and collaborations, which have further developed through the initial phase of the pandemic, mean we can draw on the strengths of local partner's resources and expertise and further evolve to effectively deliver this plan's aims and objectives together.

This plan sets out the approach we are going to take to protect the health of the people in Telford & Wrekin. We need to ensure our approach is sustainable for the longer term and for other infections too, and as such prevention is a fundamental part of this aim.

Context

In late May 2020 the Department of Health & Social Care announced that Local Outbreak Control Plans, led by the statutory Directors of Public Health in local authorities, would be a key part of the HM Government's COVID-19 recovery strategy.

The NHS Test and Trace programme[1], a key component of the national strategy, has been established to:

➢ control the COVID-19 rate of reproduction (R)

➢ reduce the spread of infection and save lives

➢ help to return life to as normal as possible, for as many people as possible, in a way that is safe, protects our health and care systems and releases the economy.

The new national Joint Biosecurity Centre, has also been established to work with Public Health England (PHE) and local authority local Directors of Public Health, to identify and manage local outbreaks. This is a significant role for local authorities, and it is crucial that local knowledge, expertise and coordination is used to improve the speed of response.

This expectation on councils builds on the local authority duties of statutory Directors of Public Health set out in the Health and Social Care Act 2012, and the Environmental Health duties under the Public Health (Control of Disease) Act 1984 and associated regulations.

Local authorities will expand their work alongside Public Health England's (PHE) regional health protection teams, to plan and put in place measures to identify and contain outbreaks and protect the public's health.

System working together with the NHS and PHE, as part of newly established COVID-19 Health Protection Boards will ensure local oversight and assurance and foster a culture of collective responsibility and leadership to protect the population's health. There is an expectation of local political ownership and public-facing engagement and communication for outbreak response through Local Outbreak Engagement Boards.

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[1] See Appendix I for NHS Test & Trace Programme Overview and Operating Model

Our population

Population

0-17	41,120
18-64	107,647
65 and over	31,087

Latest ONS estimates put the total population of Telford and Wrekin at 179,854 people. 17% of the population (31,100) are estimated to be aged 65 and over.

Ethnicity

ONS Census 2011	10.5%
School Census 2019	16.8%

The 2011 census showed 10.5% of Telford and Wrekin's population to be BAME. More recent data shows the proportion to be increasing with 16.8% of the borough's school age population from a BAME background in January 2019.

Long term health & disability 65 and over

55%

Of the population aged 65 and over 55% (17,500 people) are estimated to have a **long term health problem or disability**.

25%
POPULATION

45,000
PEOPLE

Live in areas ranked in the 20% most deprived in England

55%
0-15 YEAR OLDS

8,900
CHILDREN

Live in income deprived households

18%
60+ YEAR OLDS

7,400
ADULTS

Live in income deprived households

Introduction

The [Telford & Wrekin Health & Wellbeing Strategy 2020-2023](#) has been reset to reflect the post pandemic context and recovery, and the Board have approved a new priority to ensure people's health is protected as much as possible from infectious diseases and other threats. This priority clearly has focus on continuing to work in partnership to protect people from COVID-19 infection.

This Local Outbreak Prevention and Control Plan for Telford & Wrekin describes how the Council will work with the national [NHS Test and Trace programme](#), and alongside PHE West Midlands and with our key local partners. Specifically this means alignment with Shropshire Council, as part of the Shropshire and Telford & Wrekin NHS system footprint, and within West Mercia Local Resilience Forum (LRF) arrangements. Working with PHE across the West Midlands and the LRF partners across West Mercia supports working across our borders and for large scale incidents and outbreaks which may occur.

New local boards will be established to provide the governance and oversight for the local outbreak prevention and control plan. Engagement with Elected Members and the public will be key and effective communication with our communities regarding public health advice and compliance with messages is crucial.

Although the plan focuses on controlling outbreaks, preventing the spread of infection before outbreaks take hold is an essential part of our work.

Department of Health & Social Care expect local outbreak plans to centre on seven key themes. There are inevitably risks associated with the delivery of this new plan, given the unknown nature of the coronavirus pandemic which is still evolving, as such expectations and risks are explored further on page 9.

Aim

To protect the health of the people in Telford & Wrekin and assure the public and partners that this is being done effectively

Rationale

➢ **Prevention first**

to reduce the spread of infection and also ensure there are enough resources to manage outbreaks

➢ **Containment of outbreaks**

through effective testing, contact tracing, isolation and prevention advice

➢ **Suppress the spread of infection**

with effective population wide measures which are well communicated to the public and businesses

Objectives

1. To prevent transmission and ensure early identification and proactive management to contain and suppress outbreaks

2. To protect the most vulnerable and reduce demand on health and care and other services

3. To coordinate timely, evidence-based action and expert advice across partner organisations to minimise this risk

4. To ensure robust local data and intelligence identifies actual/ and potential hotspots, to support prevention and control action

5. To offer proactive support for settings with high levels of risk or need

6. To provide a systematic and consistent approach and appropriate setting guidance

7. To disseminate effective communication with all partners

8. To actively promote key public health messages to our communities to foster engagement and participation, offering support where people need it most

9. To ensure Elected Member leadership and engagement supports the development and implementation of the plan

Principles

Principles	Key elements
Public health systems and leadership	- local authority DPH leadership - Public Health and Public Protection teams skills and expertise - evidence-based action to prevent infection and contain and suppress outbreaks - PHE specialist health protection advice - NHS infection control capability and capacity - COVID-19 testing capacity - integrated data - contact tracing, mapping & surveillance and epidemiological analyses
Whole system approach	- system working in line with statutory duties, roles & responsibilities and interdependencies - active engagement with local communities through Members - link to Local Resilience Forum (LRF) - SCG and TCG and LHRP - harnessing capabilities from partners - NHS clinical advice, police e.g. use of legal powers and voluntary sector e.g. to support those self-isolating
Efficient, effective and responsive system	- local decision making and command and control arrangements - rapid and proactive management of outbreaks - agreed data flows, pathways and information sharing protocols - sufficient information to allow management of outbreaks and appropriate actions
Sufficient resources	- skills & expertise from partners - people, capabilities, funds, assets - funding, including specific Outbreak Management funds from Government - swift and robust commissioning processes to deliver the required actions

Delivering the plan
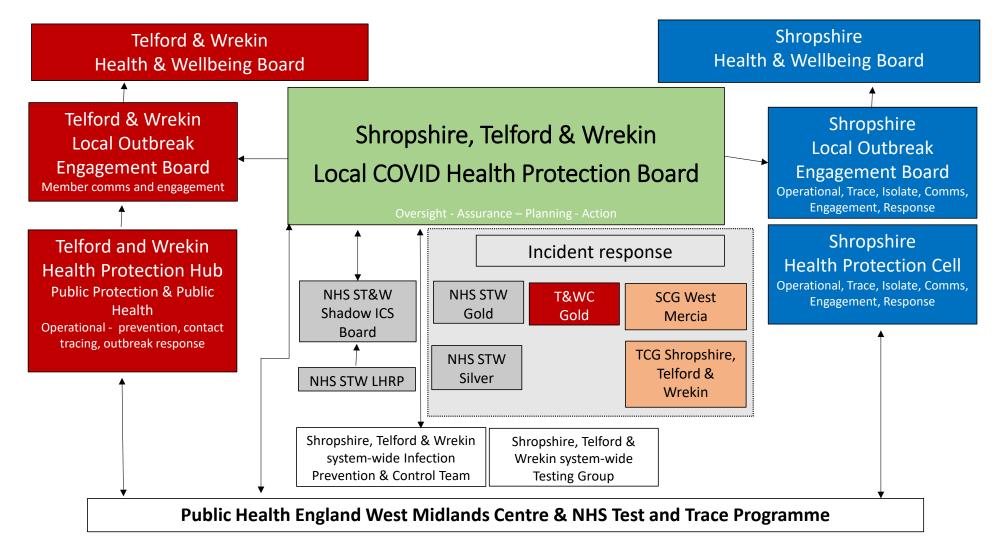
Governance and Coordination

The local system governance and oversight for this plan will be through the new Member-led Local Outbreak Engagement Board and the Director of Public Health-led COVID Health Protection Board, reporting to the Health & Wellbeing Board (see governance overview on page 7). The COVID Health Protection Board has met twice to support the development of the plan. (see Appendix III for further details)

There will also be reporting into the local NHS, through the Shropshire, Telford & Wrekin Shadow Integrated Care System (ICS) Board. If incident management situations require escalation this will be through the West Mercia Local Resilience Forum (LRF) routes, via the Local Health Resilience Partnership (LHRP), Tactical Coordination Group (TCG) and Strategic Coordination Group (SCG). For example partnership response may be required to follow up potential exposure at a mass gatherings or in large premises.

The newly formed **Telford & Wrekin Health Protection Hub** will lead the operational coordination of local outbreaks and situations and will:

a) Ensure that all outbreaks are logged with a minimum data set

b) Convene an Incident Management Team (IMT) when appropriate, involving local partners and including the relevant specialist advice, which will:

- Complete a full risk assessment
- Define the cohort of contacts for tracing
- Determine the actions required to minimise the spread of infection and to mitigate the wider consequences of the outbreak
- Ensure that these are properly recorded
- Determine a lead organisation and team to lead ongoing management of the outbreak and co-ordinate and ensure implementation of these actions

c) Provide a single point of contact for PHE to report outbreaks

d) Monitor progress of management of the outbreak and determine it can be closed to further action

e) Convene further IMTs as required in the event of significant developments - for example additional cases or deaths, difficulties in implementing actions, substantial public anxiety - to identify any additional actions required.

f) Consider when the outbreak can be closed

g) Conduct a brief review following closure of all outbreaks to identify learning and improvements for future management

h) Ensure effective data management

i) Lead prevention work with high risk settings

j) Provide each care home and residential setting manager with a dedicated Public Health officer

Governance Overview

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┌─────────────────────────────┐                                    ┌─────────────────────────────┐
│   Telford & Wrekin          │                                    │       Shropshire             │
│ Health & Wellbeing Board    │                                    │ Health & Wellbeing Board     │
└─────────────────────────────┘                                    └─────────────────────────────┘

┌─────────────────────────────┐   ┌──────────────────────────────┐  ┌─────────────────────────────┐
│    Telford & Wrekin         │   │                              │  │      Shropshire             │
│    Local Outbreak           │   │  Shropshire, Telford & Wrekin│  │    Local Outbreak           │
│    Engagement Board         │←──│  Local COVID Health          │──│    Engagement Board         │
│  Member comms and engagement│   │  Protection Board            │  │ Operational, Trace, Isolate,│
│                             │   │                              │  │ Comms, Engagement, Response │
└─────────────────────────────┘   │  Oversight - Assurance –     │  └─────────────────────────────┘
                                   │    Planning - Action         │  ┌─────────────────────────────┐
┌─────────────────────────────┐   └──────────────────────────────┘  │      Shropshire             │
│   Telford and Wrekin        │                                    │ Health Protection Cell      │
│  Health Protection Hub      │      ┌─────────────────────────┐   │ Operational, Trace, Isolate,│
│ Public Protection & Public  │      │    Incident response    │   │ Comms, Engagement, Response │
│        Health               │      └─────────────────────────┘   └─────────────────────────────┘
│ Operational - prevention,   │  ┌────────┐ ┌──────┐ ┌──────────┐
│ contact tracing, outbreak   │  │NHS STW │ │T&WC  │ │SCG West  │
│       response              │  │Gold    │ │Gold  │ │Mercia    │
└─────────────────────────────┘  └────────┘ └──────┘ └──────────┘
        │                        ┌────────┐            ┌──────────┐
   ┌──────────┐  ┌──────────┐    │NHS STW │            │TCG Shrop-│
   │NHS ST&W  │  │  NHS STW │    │Silver  │            │shire,    │
   │Shadow ICS│  └──────────┘    └────────┘            │Telford & │
   │Board     │                                        │Wrekin    │
   └──────────┘                                        └──────────┘
   ┌──────────┐
   │NHS STW   │
   │LHRP      │
   └──────────┘
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Shropshire, Telford & Wrekin system-wide Infection Prevention & Control Team	Shropshire, Telford & Wrekin system-wide Testing Group

Public Health England West Midlands Centre & NHS Test and Trace Programme

See Appendix VII for outbreak escalation process

Telford & Wrekin Health Protection Hub

Community focus - care homes & residential settings – schools & educational settings – workplaces

Functions: prevention, management & control

Proactive advice, guidance & support

- Health & Safety, Risk Assessments
- Infection Prevention & Control, PPE
- Regulation, Monitoring & Compliance
- Bespoke advice to care homes

Local outbreak control & management

- Information gathering
- Testing and Contact Tracing
- Advice on Control Measures

Support to vulnerable individuals

- Clinically at risk and shielded people
- Homeless and vulnerable people

Local intelligence and surveillance

Comms and engagement

Expertise: multidisciplinary

- **Director of Public Health**
- **Consultant in Public Health**
- **Senior Delivery Manager Public Protection**
- **Public Protection officers**
- **Public Health officers**
- **Senior Intelligence Analyst**
- **Communications Officer**
- **Emergency Planning Officer**

Co-opt in Infection Prevention & Control Team, HR etc.

Single point of contact

HealthProtectionHub@telford.gov.uk (local enquiries)

Delivering the plan – expectations and risks

DHSC themes for Local Outbreak Control Plans

1. **Care homes and schools**

   Planning for local outbreaks in care homes and schools

2. **High risk places, locations, and communities**

   Identifying and planning how to manage high risk places, locations, and communities of interest

3. **Local testing capacity**

   Identifying methods for local testing to ensure a swift response that is accessible to the entire population

4. **Contact tracing in complex settings**

   Assessing local and regional contact tracing capability in complex settings

5. **Data integration**

   Integrating national and local data and scenario planning through the Joint Biosecurity Centre Playbook

6. **Vulnerable people**

   Supporting vulnerable local people to get help to self-isolate and ensuring services meet the needs of diverse communities

7. **Local boards**

   Establishing governance structures led by existing COVID-19-19 Health Protection Boards in conjunction with local NHS and supported by existing Gold command forums and a new member-led Board to communicate with the general public

Potential risks to delivery

There are local arrangements, some already in place and others still being further developed, to deliver this plan in line with the DHSC expectations (shown opposite).

This includes investing the [Local Authority Test & Trace Service Support Grant](#) to increase local capacity, capability and expertise, for example: in the Council's public health and environmental health teams to establish the Telford & Wrekin Health Protection Hub, in the CCG's infection prevention and control team, and also to ensure sustainability of our local NHS testing programme.

The most significant risks which still remain in delivering the commitments in this plan are seen as:

Data accessibility and linkages

- Undoubtedly the most significant risk is access to data vital for local contact tracing – this is due to issues regarding linkages between multiple national data sources between tiers of NHS Test and Trace down to a local authority level

Adherence and compliance with NHS Test and Trace

- Members of the public and employers do not comply with the advice to get tested and self-isolate and/or do not provide adequate information for contact tracing to support the control of outbreaks

Testing delays

- The turnaround times for test results through the national testing programme routes could mean delays in identifying and controlling outbreaks in a timely way

See Appendix IV for detailed risk register

Prevention

Primary preventative approaches should underpin all activity and work streams in this plan, as prevention is the key to delivering our aims. The Telford & Wrekin Health Protection Hub will lead on the prevention themes (below), working with NHS partners such as the Shropshire, Telford & Wrekin Infection Prevention and Control Team and the Healthy Child Programme School Nurses.

The communication and engagement elements of the plan have a strong prevention themes and the ways we will work with the public, schools and workplaces is shown in more detail on pages 11 and 12. (see Appendix V for further details)

Prevention - key themes

Physical and organisational measures

- Create physically distanced environments
- Work from home first approach
- Incentivise active travel
- Stagger start times, break times, use of shared facilities
- Create work/school "bubbles"

Infection Prevention & Control measures

- Handwashing
- Cleaning
- Appropriate use of PPE
- Support, guidance and training

Addressing inequalities

- Assess inequalities of impact, access to services/information, alongside impact of measures taken (risk of isolation/violence)
- Direct activities and allocate resource according to need (use of data/intelligence)
- Safeguarding those most vulnerable (based on income, ethnicity, gender, age, or circumstance, e.g. homeless communities, vulnerable migrants)
- Ensure communication is accessible and comprehensible to all

Enforcement as Prevention

Use of enforcement through legislation:

- Health and Safety at Work Act 1974
- Public Health (Communicable Disease Control) Act 1984.
- Coronavirus Act 2020

Communication and Engagement

Communication and engagement plan to ensure preventative approaches are being communicated appropriately to partner agencies, as well as public facing communications focusing on social distancing and staying safe. (see pages 11 and 12)

Our Communication and Engagement Plan

Aims for our communications and engagement plan

➢ To share prevention messages and resources with the public, schools and education settings, workplaces and employers

➢ To ensure residents get tested when they experience symptoms

➢ To ensure that residents isolate when they have symptoms and when they are identified as contacts

➢ To ensure residents who are vulnerable understand the local support available to them

➢ To reassure residents, employers, businesses and services that we are responding to and managing coronavirus outbreaks

Our key communications messages

➢ Anyone with symptoms should be tested and their close contacts will be traced

➢ If you have been in close contact with someone who tests positive you must do the right thing and stay at home for 14 days, even if you have no symptoms, to avoid unknowingly spreading the virus

➢ Telford and Wrekin Council are playing the leading role in containing any outbreaks

➢ Do the right thing, break the chain of infection

➢ Prevention first – handwashing – personal hygiene - social distancing

Delivered through

Communications for the general public explaining track and trace and how everybody can play their part

Localised templates for press releases to report outbreaks, to alert people to the risks, reiterating the importance of doing the right thing, and reassurance that necessary steps are being taken

Communications with organisations affected by outbreaks, such as schools, care homes and businesses, to supporting organisations to adhere to government guidelines and regulations

Engagement with Members through the new Local Outbreak Engagement Board

Targeted communications

Schools & educational settings

Care homes & residential settings

Workplaces and businesses

Parish Councils

Our residents – especially our BAME communities and vulnerable people needing support

Communications and Engagement – supporting high risk settings

Telford & Wrekin Council and partners have been taking a proactive stance on communicating and supporting our high risk premises, providing them a range of advice and supporting resources through many different media channels, with further plans in development.

What we are already doing

✓ Letter to 3,800 businesses advising on the "Test and Trace" system – shared across social media platforms and considered best practice across the Midlands

✓ 11 test and trace social media posts on the T&W Facebook page and Public Protection Facebook page between 29th May and 15th June 2020 – with a cumulative reach of 81,6000 by 18th June 2020

✓ Schools provided with a range of materials that allowed them to open safe, e.g. cleaning guidance, risk assessment and infection prevention control guidance

✓ Schools infection prevention offer - hand wash demonstration by a school nurse, a teaching pack and each school was provided with an ultraviolet light and glitter bug gel to enable them to deliver the package on site.

✓ Weekly calls to care homes to offer bespoke support and guidance

✓ NHS Trainer the Trainer for care homes re whole home testing and Infection, Prevention & Control training (IPC)

✓ A range of supportive documents for businesses opening safely with posters in other languages developed and are accessed on the Public Protection web site

✓ Internal risk assessment developed to support those in the vulnerable and BAME categories to return to the work place

✓ Visits to workplaces to give IPC, cleaning and social distancing guidance during outbreak scenarios, including food factories

✓ Letters and guidance on how to support their tenants sent to licensed HMO landlords

✓ Care homes, domiciliary care providers and schools have been provided with emergency PPE

What we plan to do

We are looking at ways in which we can continue to engage with high risk premises and communities, including:

• preparation of a training package and slides

• Attending business forum meetings

• Engaging with Parish and Town Councils

• Engagement with local community groups and places of worship

• Translation of government and locally produced materials into other languages

• Proactively contact with major employers within the Borough

• Attend Pub Watch meetings to engage with hospitality industry

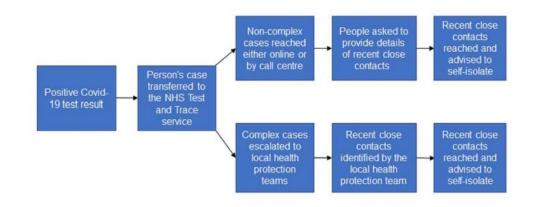• Proactively engage with two universities within the Borough

Data and intelligence

Data and intelligence underpins outbreak prevention and control and access to timely, high quality data is critical in terms of how successful we are in preventing the spread of the coronavirus and other infections.

Local Outbreak Control Plans need to be supported with robust data and intelligence collated from a wide range of sources: nationally from the NHS Test & Trace Programme, regionally from PHE West Midlands Centre and from local surveillance and soft intelligence, including the following:

➢   Notification of outbreaks and complex cases and situations
➢   Contact tracing activity
➢   Epidemiological information
➢   Socioeconomic and demographic information – including BAME factors
➢   Performance data (KPIs)

The NHS Test & Trace CTAS platform communicates testing information to contact tracing staff, automated contact tracing for cases and their contacts and a tool to manage contact tracing workload.

Source: NHS Test and Trace Statistics methodology

Data and Intelligence – progress and plans

What we are already doing

The Council's Research and Intelligence Team has already started to use national data, linked with a range local intelligence sources to develop a suite of reports to support the prevention and control of outbreaks, including:

➢ Telford & Wrekin Profile of COVID-19

➢ Mapping the geographical distribution of outbreaks, locally identified index cases and linked contacts across the borough

➢ Analysis of testing, case and mortality data

➢ Identification of and mapping of high risk premises

➢ Daily monitoring of test and trace aggregate information

➢ Socioeconomic and demographic profiling of the borough at a lower level geography to build a detailed picture of outbreaks, cases and concentration of high risk premises alongside the age profile, ethnicity and existing health challenges of our population

NB It is crucial that local authority-level individualised data on all cases and contacts from national and regional sources are made available to accurately map and understand patterns of infection.

What we are planning to do

➢ The Council's ICT Team are signed up to working commercial partners to use MS Dynamics 365 and Power BI advance analytics tools to develop a case management system with data dashboards and reporting to support delivery of this plan

➢ Support the communications aspect of the plan by identifying the most effective methods for targeting communications in our communities by using the geodemographic tool ACORN which classify households in terms of resident's lifestyle, behaviour and attitudes, alongside the needs of their communities

➢ Use our local intelligence to influence the positioning of national COVID-19 testing sites. During the pandemic phase, the national testing programme Mobile Testing Unit in Telford evolved into the establishment of a permanent Regional Testing Site due to its successful convenience and usage. As our profiling becomes more sophisticated it will be used to demonstrate the local need and demand for testing.
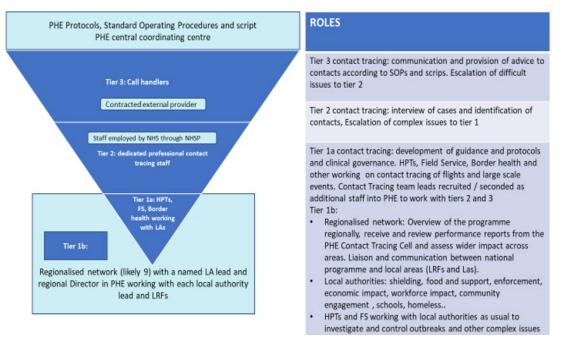
Management and Control of Outbreaks

Overview

The primary objective in the management and control of an outbreak is to protect public health by identifying the source of an outbreak and implementing necessary control measures to prevent further spread or recurrence of the infection. This section of the plan outlines the process and procedures for the investigation management and control of outbreaks and complex cases of COVID-19, both within Telford & Wrekin run premises and key settings where outbreaks are known to occur most often.

Outbreak management forms part of the [NHS Test and Trace programme](#) which operates at three levels shown below. The purpose of contact tracing is to:
- Identify other positive cases and contacts
- Find links to other cases
- Issue guidance on social isolation activities where applicable
- Establish any need for community service support for anyone self-isolating

NHS Test & Trace Operating Model

Telford & Wrekin Council's Health Protection Hub, will deal with cases referred through PHE down to level 1 of NHS Test and Trace. The definition of a level 1 complex case is those involving settings including care homes, extra care housing and supported housing, workplaces, schools, nurseries, homeless hostels, HMOs, faith settings and vulnerable communities. (see page 19 for further details). NB there is a risk that nationally complex cases are not systematically identified and passed down to tier 2 and 3 at the local level.

Management and Control of Outbreaks – focus on high risk and vulnerable people

Settings – proactive prevention work and a systematic approach to planning for, and managing outbreaks in settings where outbreaks occur most frequently, such as schools and educational establishments, care homes and workplaces is a key expectation for this plan.

Using our local Standard Operating Procedures (SOPs), as part of the SOP/MoU with PHE, for these types of settings will demonstrate a consistent, evidence-based approach drives the management of risk, advice and implementation of measures to control infection. The Telford & Wrekin Outbreak Investigation Questionnaire, used by the HPH has sector various sections that are specific to each outbreak investigation

Complex cases and situations – there are a range of scenarios and situations which increase complexity, for example infection in health and care workers, cases in special schools linked to residential homes, travellers returning to the UK from high risk areas or shared living arrangements in homes of multiple occupancy (HMOs).

Vulnerable people – there are a wide scope of factors affecting individual's vulnerability, we know for example older people are particularly affected by coronavirus. Individual's vulnerability can also often be linked to settings and the complexity issues described opposite, for example homeless people, or those with substance misuse problems, victims of domestic and people who have learning and physical disabilities. It is also well recognised that people from Black & Minority and Ethnic (BAME) groups are disproportionality affect by COVID-19

There are a large number of people living in the community who have are clinically at risk and need to be shielded to reduce their risk of exposure to coronavirus. These residents, especially older people may require support to self-isolate.

Telford & Wrekin Council operate a community support line to provide extra support for its residents to protect those who are vulnerable, and may need help during the pandemic. Anyone who requires additional support during a period of self isolation with food parcels, shopping and delivery, collection of prescriptions, walking dogs can make contact and will be connected with the appropriate support in their community.

Identification of outbreaks and situations

Outbreaks are generally defined as incidents where *two or more* persons are confirmed positive for an infection and are *linked* in time, place and/or person association.

An 'incident' has a broader meaning and refers to events or situations which warrant investigation to determine if corrective action or specific management is needed. In some instances, only one case of COVID-19 in a complex setting may prompt the need for incident management and the implementation of public health measures.

Outbreaks will be identified through a range methods and organisations, for example nationally by [Joint Biosecurity Centre](#), nationally or regionally by Public Health England or locally by notification or intelligence that is passed to the Council by, NHS or individual organisation e.g. member of the public, school or workplace. Telford and Wrekin Council have requested complex settings, such as schools and workplaces, to notify the Health Protection Hub when they become aware of a case or a suspected case. Where the Health Protection Hub learns of a complex setting case before PHE - they will as well as notifying PHE start to gather information / contact trace and in schools and workplaces offer infection prevention control advice. Care Homes have a separate mechanism for notification. (see Appendix VIII)

Initially PHE will undertake an initial risk assessment and may choose to lead on management of some outbreaks, drawing on support from local partners. PHE will refer other outbreaks to Telford & Wrekin Council for management.

The management of an outbreak will include an assessment of the risk of spread of infection and the actions required to minimise this, as well as the risks from wider consequences of the outbreak and how these can be mitigated. Risk assessment will draw on a range of specialist advice to ensure that it is thorough. On occasion trade-offs may be needed between minimising the spread of infection and the wider consequences of the outbreak, such as the impact of closing an entire workplace or school. These impacts should be considered and documented particularly carefully.

Case and contacts definitions

There are agreed definitions for cases and contacts, which differ depending on the setting, and which will also be reviewed as required during the investigation and outbreak.

A case is someone who has tested positive for COVID-19. A suspected case is someone who has exhibited one or more symptoms of COVID-19 but has not yet received a positive test result

Whilst the complex cases that come to the Telford & Wrekin Health Protection Hub will generally be situations that involve more than 1 confirmed case, which is normal agreed definition of an outbreak within a school or workplace there will also be times where the complex case that is investigated by the TWHPH can involve just one single suspected case or confirmed case e.g. in a care home or a special school, someone with complex needs or vulnerabilities e.g. people who are homeless or with disabilities.

Definition of a COVID-19 contact

For the period of 48 hours prior to the person becoming symptomatic
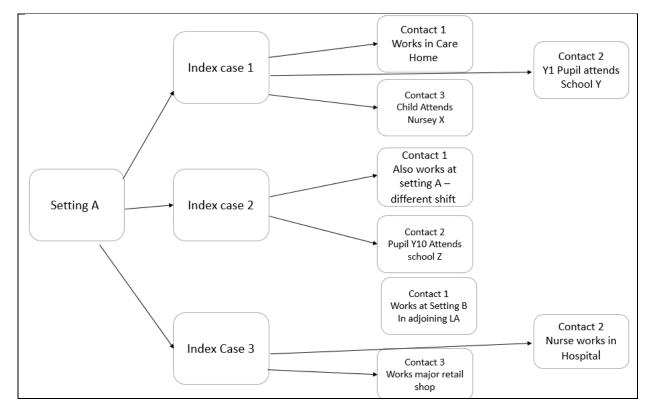
- **Direct contact:** Face to face contact with a case for any length of time, within 1m, including: being coughed on, a face to face conversation, or having skin-to-skin physical contact, or any contact within one metre for one minute or longer without face-to-face contact

- **Proximity contact:** a person who has been within 2 metres of someone who has tested positive for coronavirus (COVID-19) for more than 15 minutes, including travelling in a small vehicle or in a large vehicle e.g. plane

Contact Tracing and Information Gathering

Information on cases and contacts in terms of time, person, place and circumstances will be gathered as part of outbreak investigations. This will be derived from NHS Test & Trace data (NB currently the data supplied is not sufficient to allow contact tracing to take place), PHE information and local intelligence.

The Telford & Wrekin Outbreak Investigation Questionnaire[2] is used by the Council's Health Protection Hub staff to gather comprehensive information for situations and outbreaks in all settings and covers details such as: premises, personal information on symptomatic cases, staff and household contacts.

Investigation and contact tracing can be complex and involve multiple cases with multiple contacts and will often involve more than one setting (see example below) The Hub staff are experienced investigators and use their skills to make links between cases contacts settings and other outbreaks.
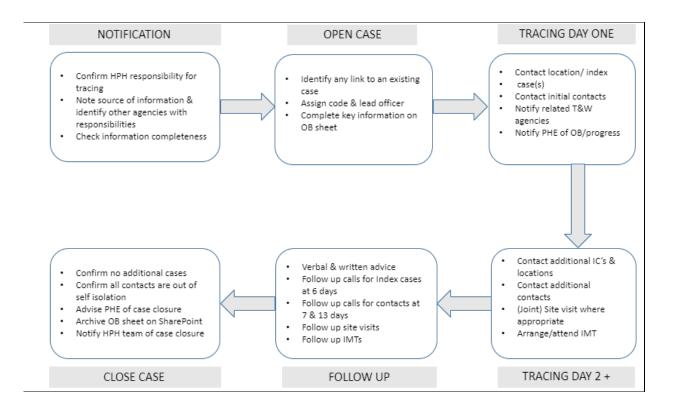
Investigation and Contact Tracing in Complex Settings Example

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2 See Appendix VI for outbreak questionnaire

Managing the situations and outbreaks process

1. The **Telford & Wrekin Health Protection hub** will lead the ongoing management of outbreaks using the process illustrated below. (see Appendix VII for detailed processes)

NOTIFICATION	OPEN CASE	TRACING DAY ONE
• Confirm HPH responsibility for tracing • Note source of information & identify other agencies with responsibilities • Check information completeness	• Identify any link to an existing case • Assign code & lead officer • Complete key information on OB sheet	• Contact location/ index case(s) • Contact initial contacts • Notify related T&W agencies • Notify PHE of OB/progress
• Confirm no additional cases • Confirm all contacts are out of self isolation • Advise PHE of case closure • Archive OB sheet on SharePoint • Notify HPH team of case closure	• Verbal & written advice • Follow up calls for Index cases at 6 days • Follow up calls for contacts at 7 & 13 days • Follow up site visits • Follow up IMTs	• Contact additional IC's & locations • Contact additional contacts • (Joint) Site visit where appropriate • Arrange/attend IMT
CLOSE CASE	FOLLOW UP	TRACING DAY 2 +

2. Management of outbreaks may include a range of actions, which will be determined by the IMT, such as:
    - Infection prevention and control measures and training
    - Consideration of business continuity
    - Testing
    - Contact tracing
    - Support for self-isolation
    - Enforcement
    - Emergency staffing
    - Visit to premises
    - Communications management

3. Management of outbreaks will be supported by:
    - Specialist advice e.g. Infection Control
    - Equipment and associated logistics to ensure supplies
    - Communications
    - Data management
    - Capacity and training
    - Testing

4. The coordination and implementation of actions should include:

- Keeping a clear record of progress by using the Telford & Wrekin Outbreak Investigation Questionnaire, which has sector specific sections

- Providing regular updates between Telford & Wrekin Health Protection Hub, including to the daily Health Protection huddle, PHE and any other key stakeholders

- If there are significant developments - for example additional cases or deaths, difficulties in implementing actions, substantial public anxiety etc. – communicate and escalate these appropriately to Director of Public Health, Executive Directors and Chief Executive and partners in line with the escalation process. (see Appendix VII)

- Where all actions have been completed and there is no evidence of further spread make a recommendation to close

5. Detailed processes/Standard Operating Procedures (SOPs) describe how actions will be carried out in each of the following settings (see Appendix VIII):

- SOP for care homes, Extra Care and Supported Living, Extra Care, Supported Living and domiciliary care providers
- Flow chart for contact tracing High risk places, locations and communities: Schools, Further Education and Early Years: including the tailored PHE WM COVID-19 and Telford & Wrekin Resource Pack for Schools

Summary of Support Offer to High Risk Settings

Setting	Data Source	Interactions
Care homes	Commissioning register	Weekly hub call to care homes NHS IPC support and Train the Trainer
Food Manufacturers	Food Register	Letter to businesses HPH – contact Social media posts
Non Food Manufactures	PPC data base – Infrastructure and	Letter to businesses HPH – contact Social media posts
Licensed HMOs	HMO licence register	Letters sent to licensed HMO landlords
Schools	Director of Education	Guidance pre reopening on IPC / cleaning and social distancing Handwashing offer for schools developed Letter to school re test and trace Suite of letters in case of
Early Years settings	Early Years team	
Universities		Direct contact by HPH
Travel hubs		
Places of Worship		
Community centres		

Outbreaks in the NHS

The various NHS organisations in Shropshire, Telford & Wrekin are developing a system-wide Test & Trace process for managing outbreaks in healthcare settings, including the two acute trusts, community hospitals and services and primary care. This process is linked to the [expectations for the NHS on healthcare associated COVID-19 infections](#), and includes patients and staff – linked to the local sickness absence reporting policy and process and local testing programme.

Further discussions are required to ensure that processes are developed to appropriately connect outbreaks and contact tracing in the NHS with community transmission through Telford & Wrekin Health Protection Hub and Shropshire Health Protection Cell.

Working with Public Health England

A Standardised Operating Procedure/Memorandum of Understanding (SOP/MoU) has been agreed between West Midlands PHE Centre, Telford & Wrekin Council, Shropshire Council and Shropshire and Telford and Wrekin CCGs. This framework provides the details of the arrangements for the joint management of local COVID-19 outbreaks, including the roles and responsibilities of the various organisations, across a variety of specific settings, in line with their statutory duties. (see Appendix II)

System-wide support to manage outbreaks and situations

Local COVID-19 Testing Capacity

Rapid access to high quality and timely testing at scale is vital to control the spread of coronavirus and as such is a key component of the [NHS Test & Trace programme](#). Local Outbreak Control Plans are expected to describe the local arrangements for testing, demonstrating accessibility, convenience and scale, including for individuals with symptoms and also for people who are contacts without symptoms (asymptomatic) as part of outbreaks.

Fortunately, there is a robust testing offer across Shropshire, Telford & Wrekin with a number of testing routes and sites available. This includes the local NHS Programme [(national testing pillar 1)](#), delivered by Shropshire Health Community NHS Trust, which undertakes swabbing and supports with Occupational Health-led reporting of results, and Shrewsbury & Telford Hospitals NHS Trust which provides the laboratory services.

The [local NHS testing offer](link) is available for patients, health and social care workers and key workers with symptoms, either themselves or household members. This service is offered through drive through testing facilities in both Telford & Shrewsbury and through a home visiting service for those who are too unwell to travel. The local programme offers good turnaround times – same day or following day swabbing appointments and an average 19 hour lab processing time.

It has been negotiated that the local Shropshire, Telford & Wrekin NHS COVID-19 testing programme will also support testing as part of local outbreak management. Local testing, both drive through and home visiting, is now available for symptomatic testing of people in high risk and complex settings and asymptomatic testing for their contacts in outbreak investigations. The Telford & Wrekin Health Protection Hub staff are now directly referring people for testing in via this route, which is especially important for children who are attending schools and education settings.

There are also national testing options [(national testing pillar 2)](link) available in Shropshire, Telford & Wrekin, through two MoD Mobile Testing Units (MTUs) and a permanent Regional Testing Unit (RTU). These options are available for all members of the public with symptoms eligible for testing and may need to be used when necessary for large scale testing in outbreak situations such as workplaces. It is expected that local authority Directors of Public Health will influence future siting of MTUs based on local intelligence of testing need and demand.

Overview of local testing routes (see testing grid in Appendix VI for further details)

	Shropshire, Telford & Wrekin COVID-19 local NHS Testing Programme (pillar 1)	National testing programme routes e.g. Telford RTU (pillar 2)
Symptomatic care home residents	✓	
Patients on admission and 24 prior to discharge to care homes	✓	
Key workers: NHS, Local Authority, Care Homes, Children's Homes, Adult Learning Disability, Domiciliary Care, School and educational settings staff	✓	
Individuals in high risk and complex settings and their contacts (testing capacity for outbreaks)	✓	
All children and young people attending schools and education settings	✓	
Everyone with symptoms aged 5 and over		Self referral
Care homes (all staff and residents) – asymptomatic		Whole home testing

Infection, Prevention & Control Support

Workplaces and Schools

The Council's Public Protection Team traditionally have provided infection, prevention and control advice and support to schools, workplaces and businesses. During an outbreak situation part of the role of the new Health Protection Hub will be to provide infection prevention control advice to the various settings, offering advice hand hygiene, cleaning on PPE and where relevant appropriate social distancing measures

The Health & Safety Executive (HSE) are the enforcing body for Health and Safety at Work Act 1974 in certain workplaces and will be brought in as a partner to support these settings.

National guidance is available to support this work.

- **Hand hygiene and protective clothing**
  For guidance on best practice for handwashing:
  https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/877530/Best_Practice_hand_wash.pdf

- **Cleaning**
  Covid 19: cleaning in non-healthcare settings
  https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings

- **Controls to allow safe working practice**
  Working safely during Covid 19
  https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19

- **Personal Protective Equipment**
  COVID19 Personal Protective equipment
  https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe

Health and Care and other Residential Settings

Shropshire, Telford & Wrekin CCGs Infection, Prevention and Control Team have been providing advice and support to care homes through their existing pathways and relationships. This support and advice is in line with government infection prevention and control guidance for COVID-19, and includes:

- ✓ Telephone advice and support
- ✓ Care Sector rolling training programme
- ✓ Development of a suite of IPC assessment/monitoring tools
- ✓ Quality surveillance of care homes

In response to the pandemic, the following additional measures have been put in place:

✓ STP Silver Command COVID-19 response Task & Finish Groups

✓ Training and advice on the correct use of PPE and IPC measures for Care Homes, Domiciliary Care and Children's Home settings.

The scope of the service offer is being expanded to cover other community health and care settings, such as residential children's homes.

All the local NHS Trusts also have Infection Prevention & Control functions, led by local Directors of Infection Prevention and Control. (DsIPC)

There are a series of national guidance documents which guide the IPC Team advice and support measures, including:

- **Hand hygiene and protective clothing**
  - o For guidance on best practice for handwashing: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/877530/Best_Practice_hand_wash.pdf

- **Personal Protective Equipment (PPE)**
  - o Further guidance for PPE can be found here: https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe

  - o For community care settings: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/877599/T2_Recommended_PPE_for_primary_outpatient_and_community_care_by_setting_poster.pdf

  - o For guidance for putting on PPE (for non-aerosol generating procedures) can be found here: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/875211/Putting_on_PPE_for_non-aerosol_generating_procedures_quick_guide.pdf

  - o For guidance on the removal of PPE (for non-aerosol generating procedures) can be found here: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/875212/Taking_off_PPE_for_non-aerosol_generating_procedures_quick_guide.pdf

- **Cleaning and waste disposal**
  - o For detailed Infection Prevention and Control Guidance: https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control

- **Reducing Exposure**
  - o Isolation measures: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/877797/covid-19-care-homes-guidance.pdf