

Local operationalisation of national action cards for Hospitality, Tourism and Accommodation Settings in North Yorkshire

Practical actions to prevent the spread of COVID-19:

Refer to the [Working safely during coronavirus](#) guidance that has practical steps you can take. These should complement – not replace – steps you have already taken with your Environmental Health Teams, North Yorkshire County Council and other partners.

1. Carry out a COVID-19 risk assessment: refer to the [HSE guidance](#) and consult your staff or trade unions.
2. Develop cleaning, handwashing and hygiene procedures: by providing hand sanitiser around the accommodation setting and frequently cleaning and disinfecting objects and surfaces that are touched regularly.
3. Maintain 2m social distancing, where possible: put up signs to remind staff and residents of social distancing guidance and use tape to mark 2m distance where appropriate.
4. Where people cannot be 2m apart, manage transmission risk by; using screens or barriers to separate people from each other; staggering arrival and departure times of staff and use of any shared areas by residents; keeping areas well ventilated; encouraging use of face coverings in crowded indoor areas.

NHS Test and Trace

Businesses should be keeping a temporary record of staff, customers and visitors for 21 days, in a way that is manageable for your business, and assists NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.

In light of a confirmed positive result, the business will be contacted by the NHS Test and Trace team and it's important to provide all requested information in a timely manner. **At this time, there is no expectation for the business to contact their customers or visitors.**

By maintaining records of staff, customers and visitors, and sharing these with NHS Test and Trace where required, businesses are helping identify people who may have been exposed to the virus. Containing outbreaks early is crucial in reducing the spread of COVID-19 and it's important to explain why you are asking customers for their contact information when requesting this. Please see '*Information your local HPT may request from you*' on the government action card for information on what data you should be recording.

It's essential to only request the information required from staff, customers and visitors to support NHS Test and Trace and the guidance below provides a breakdown of what needs to be collected. The data that businesses are collating is personal data and must be handled in accordance with GDPR to protect the privacy of staff, customers and visitors. **No additional data should be collected for this purpose and information should never be shared with another customer.**

Please refer to the [Maintaining records of staff, customers and visitors to support NHS Test and Trace](#) guidance for full details of what is required to support this key part of the COVID-19 response.

Actions in response to a suspected and/or laboratory confirmed case:

Public Health England (PHE) offer the following as case definitions:

- **Confirmed case:** laboratory positive case of COVID-19 with or without symptoms
- **Possible (suspected) case:** new continuous cough and/or high temperature and/or anosmia

What to do in the event of a suspected case?

Continue to follow 'Practical actions to prevent the spread of COVID-19' to reduce risk (above). In the event of a customer or staff member becoming symptomatic, or they are asymptomatic but declare a need to self-isolate, they should report this to a member of staff, the business owner, accommodation provider or agent. The symptomatic person should be advised to self-isolate for a minimum of 10 days from the outset of symptoms.

The person should be supported to book a COVID-19 test (with support from staff if needed) as soon as possible. Testing can be accessed via self-administered postal test or by travelling to mobile test units. Further information available by contacting NHS Track & Trace on 119 or by visiting local information on: www.northyorks.gov.uk/book-coronavirus-COVID-19-test

An asymptomatic customer or any other person in their household or support bubble, should be advised to self-isolate for 14 days – although they can stop isolating if the test result comes back negative. Another person in their household or support bubble should only look to access testing if they themselves become symptomatic.

If a customer presents as symptomatic, or is asymptomatic but declares a need to self-isolate, they should be advised to self-isolate in accordance with current government guidance until the time that they can access COVID-19 testing and receive the results of the test.

Further advice for accommodation providers can be found here

www.gov.uk/guidance/covid-19-advice-for-accommodation-providers

What to do in the event of a laboratory confirmed case?

Continue to follow 'Practical actions to prevent the spread of COVID-19' to reduce risk (above).

Settings will be notified of a laboratory confirmed case having visited their business either directly from the person who has tested positive or via NHS Test and Trace. In light of a confirmed positive result, the business will be contacted by the NHS Test and Trace team and it's important that provide all requested information in a timely manner. Please see the government action card for your setting for more information.

Who to contact in the event of a laboratory confirmed case?

Notification of the positive result should be made to the county council via dph@northyorks.gov.uk if this has not come through the national test and trace service.

Support and advice

Local information is available at: www.northyorks.gov.uk/coronavirus-advice-and-information

For setting specific information and copies of the governments national action cards visit: www.northyorks.gov.uk/covid-19-prevention-and-outbreak-support-settings

National information is available at: www.gov.uk/coronavirus

What else may I need to do?

- The Outbreak Control Team will work with you on what needs to be communicated about and to whom during the outbreak.
- The Outbreak Control Team will work with you to update the COVID-19 risk assessment whilst the outbreak is being managed. If further cases occur, they may provide additional advice and escalate the response within Public Health England and North Yorkshire County Council to control further spread of COVID-19.

The Outbreak Control Team will declare when the outbreak is over.

Upon detecting a suspected or laboratory confirmed case of COVID-19 immediately inform the County Council Public Health Team at nypublichealth@northyorks.gov.uk

SUSPECTED case in staff member

Request that staff member isolates at home for minimum of 10 days from onset of symptoms. Advise that anyone else in their household or social bubble must also isolate for 14 days (although they can stop isolating if the test result comes back negative).

Advise that the staff member, gets tested via www.nhs.uk/coronavirus or call **119**.
If anyone else in their household or bubble develops symptoms, they should get tested too.

Clean and disinfect areas the suspected case was using – ensure appropriate PPE (gloves and apron) are used.

Business owner should notify the County Council Public Health Team at nypublichealth@northyorks.gov.uk

Result of test?

Negative for COVID-19

Positive for COVID-19
FOLLOW CONFIRMED CASE process

Case can return once well. Contacts can stop self-isolating and carry on as normal.

CONFIRMED case in staff member

In light of a confirmed positive result, it's important that the business engages with the NHS Test and Trace team by providing all requested information in a timely manner.

Contact the County Council Public Health Team at dph@northyorks.gov.uk and district environmental health team.

Any staff member, or customer, who may have had **close contact***¹ with the positive case should be identified, sent home and advised to self-isolate for 14 days. The household of these staff do not need to isolate unless the close contact subsequently develops symptoms.

Advise that anyone with symptoms get tested via www.nhs.uk/coronavirus or call **119**.

Clean and disinfect areas the confirmed case and close contacts were using – ensure appropriate PPE (minimum gloves and apron) are used.

Cases and contacts can return once the isolation period is completed.

2 or more CONFIRMED cases in same setting

Notification of outbreak to Public Health England Health Protection Acute Response Centre (ARC) on **0113 386 0300**

Ensure staff members and/or guests isolate for minimum of 10 days from onset of symptoms. The rest of their households need to isolate for 14 days.

Any staff member, or customer, who may have had **close contact***¹ with the positive case(s) should be identified, sent home and advised to self-isolate for 14 days. The household of these staff do not need to isolate unless the close contact subsequently develops symptoms.

Advise that anyone with symptoms get tested via www.nhs.uk/coronavirus or call **119**.

Clean and disinfect areas the confirmed case and close contacts were using – ensure appropriate PPE (minimum gloves and apron) are used.

PHE will provide tools to support outbreak communications and infection control advice. Call PHE again if:

- The situation worsens considerably
- There are any hospitalisations
- Any media interest

If the CONFIRMED case has not been in the workplace during the infectious period (48 hours before symptoms to 10 days after) then no further action

Upon detecting a suspected or laboratory confirmed case of COVID-19 immediately inform the County Council Public Health Team at nypublichealth@northyorks.gov.uk

SUSPECTED case in a customer

Request that the customer leaves the premises immediately and advise them to return to their home and begin isolating for minimum of 10 days from onset of symptoms. Advise that anyone else in their household or social bubble must also isolate for 14 days (although they can stop isolating if the test result comes back negative)

Advise that the customer, gets tested via www.nhs.uk/coronavirus or call **119**.
If anyone else in their household or bubble develops symptoms, they should get tested too.

Close the area where the suspected case was seated – follow Government guidance in relation to cleaning in a non-healthcare setting.

Business owner should notify the County Council Public Health Team at nypublichealth@northyorks.gov.uk

Result of test?

Negative for COVID-19

Positive for COVID-19
FOLLOW CONFIRMED CASE process

Guest and household / travel group members can stop self-isolating and carry on as normal.

CONFIRMED case in a customer

In light of a confirmed positive result, it's important that the business engages with the NHS Test and Trace team by providing all requested information in a timely manner.

Contact the County Council Public Health Team at dph@northyorks.gov.uk and district environmental health team.

Any staff who have had **close contact***¹ with the positive case should be identified, sent home and advised to self-isolate for 14 days. The household of these staff do not need to isolate unless the close contact subsequently develops symptoms.

Advise that anyone with symptoms get tested via www.nhs.uk/coronavirus or call **119**.

Guidance for cleaning of non-healthcare settings should be followed to ensure premises is clean and disinfected – ensure appropriate PPE (minimum gloves and apron) are used.

2 or more CONFIRMED cases in same setting

Notification of outbreak to Public Health England Health Protection Acute Response Centre (ARC) on **0113 386 0300**

Any staff member, or customer, who may have had **close contact***¹ with the positive case(s) should be identified, sent home and advised to self-isolate for 14 days. The household of these staff do not need to isolate unless the close contact subsequently develops symptoms.

Advise that anyone with symptoms get tested via www.nhs.uk/coronavirus or call **119**.

Clean and disinfect areas the suspected cases were using – ensure appropriate PPE (minimum gloves and apron) are used.

PHE will provide tools to support outbreak communications and infection control advice. Call PHE again if:

- The situation worsens considerably
- There are any hospitalisations
- Any media interest

Contact Information

The contact information for all of the teams mentioned throughout this action card is listed below:

District or Borough Councils Environmental Health Teams:

- Harrogate Borough Council customerservices@harrogate.gov.uk **FAO Environmental Health**
- Scarborough Borough Council info@selby.gov.uk **FAO Environmental Health**
- Ryedale District Council licensing@ryedale.gov.uk
- Hambleton District Council ents@hambleton.gov.uk
- Richmondshire District Council environmentalhealth@richmondshire.gov.uk
- Craven District Council environmentalhealth@cravendc.gov.uk
- Selby District Council envhealthdept@selby.gov.uk

North Yorkshire County Council

01609 780780

Public Health England Health Protection Team:

- Public Health England Health Protection Acute Response Centre (ARC) – **0113 386 0300**