Moray
COVID-19
Outbreak Control Plan

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NHS
Grampian

Moray
COVID-19 Outbreak Control Plan

Contents

If you have any queries or feedback on this plan, please contact:
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Foreword

Our Local Outbreak Plan builds on existing health protection plans and puts in place measures to contain any outbreak and protect the public's health.

It sets out how Moray Council, NHS Grampian, businesses, voluntary agencies and our local communities are working together to prevent, manage, reduce and suppress outbreaks of COVID-19 in Moray.

It highlights the importance of sharing data and information to make sure we have early warning of increased transmission, and it describes the established processes we use with all partners to manage incidents and outbreaks. The plan outlines our approach to testing and how contact tracing is a huge part of our strategy to reduce onward transmission.

Together we have worked hard to make sure that our most vulnerable residents are supported to stay safe within their local community. As we enter the next phases of the pandemic, this plan explains how we have and will continue to keep people safe.

I would like to thank you all for the part you have already played in reducing the virus in our communities. Being vigilant about hygiene, maintaining physical distancing, getting tested when you have symptoms and self-isolating when needed will be an essential part of the way we live our lives for some time to come. Without your support for these measures, many more people would have been infected and many more may have died. We need you to continue following this guidance for this Outbreak Plan to be effective.

COVID-19 has impacted on the lives of everyone in our communities. The collective effort, expertise and commitment of partners and communities has and will continue to limit the impact of COVID-19 in Moray.

Stay safe,

Susan Webb
Director of Public Health, NHS Grampian

Introduction

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered Coronavirus. It is highly infectious and has spread rapidly to almost every country in the world.

At the moment, there is no vaccine and little or no known population immunity.

It is likely that the virus will continue to circulate, possibly causing periodic epidemics which cannot be prevented without intervention measures.

> ## The aim of our plan is to:
> - Save lives;
> - Reduce and control the spread of infection as quickly as possible; and
> - Support and minimise the impact that the virus is having on our most vulnerable groups.

This plan sets out how we will prepare, respond to and adapt to a new reality, allowing children to return to school, families to see each other and businesses to operate while also continuing to protect against the spread of the disease.

The Plan is a Moray-wide plan and will build on the strong relationships and approaches already in place with key public partners for tackling situations locally during the pandemic. Amongst these partners are:

- Moray Council
- Public Health Scotland
- Health and Social Care Moray
- Grampian Local Resilience Partnership

Of course, public partners cannot fight this virus alone and we require the business community to ensure compliance with all sector specific guidance issued by the Scottish Government. We therefore look to the following business representative bodies to support businesses in their awareness of all the guidance:
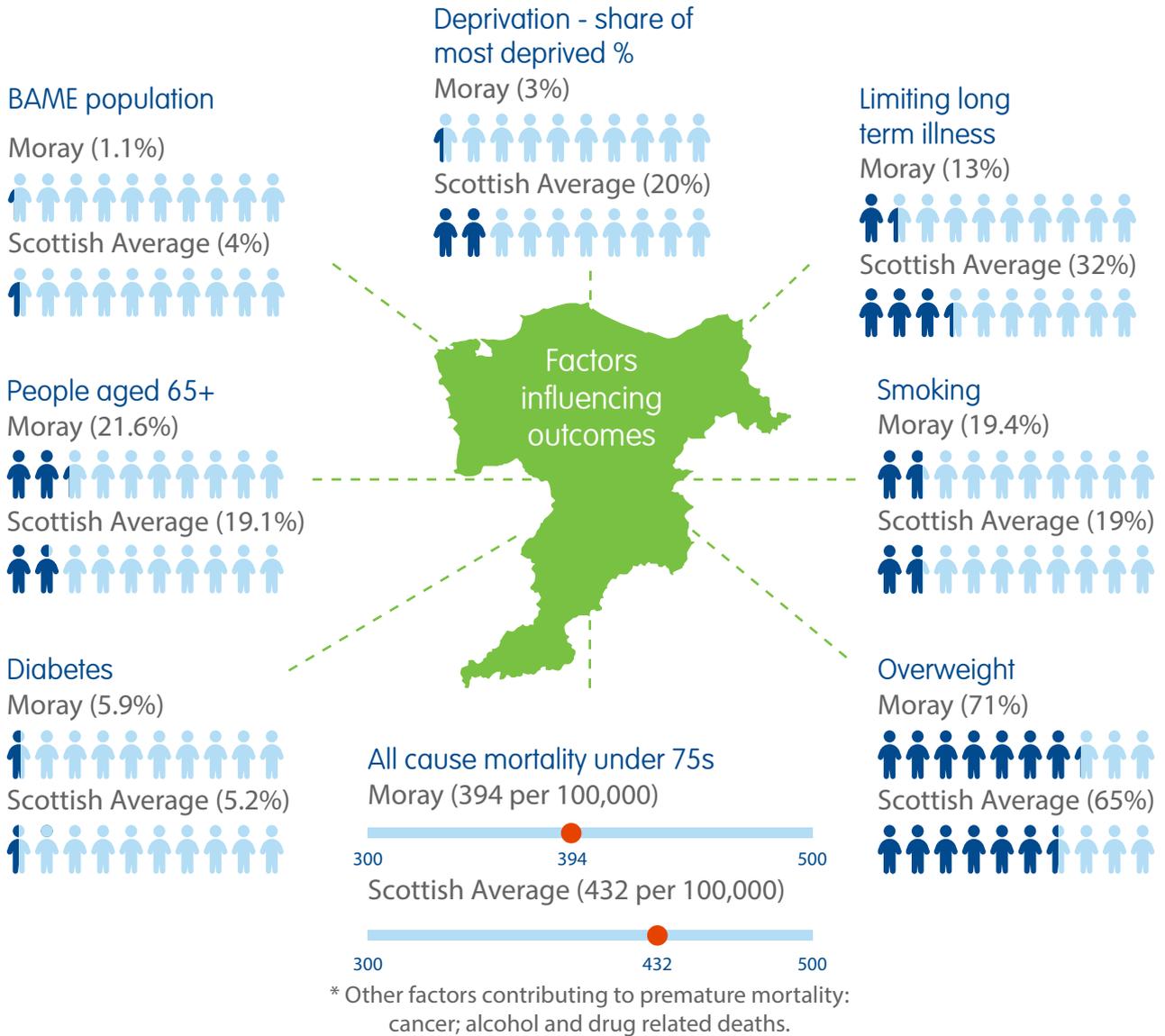
- Moray Chamber of Commerce
- Federation of Small Businesses
- Business Gateway

Essential to our fight against this virus, are our civic and religious partners and of course, the media for ensuring the public fully understand the complex public health advice.

And finally, our residents and visitors to Moray – you are critical.

COVID-19 in Moray

Situation

Deprivation - share of most deprived %
Moray (3%)

Scottish Average (20%)

BAME population
Moray (1.1%)

Scottish Average (4%)

Limiting long term illness
Moray (13%)

Scottish Average (32%)

Factors influencing outcomes

People aged 65+
Moray (21.6%)

Scottish Average (19.1%)

Smoking
Moray (19.4%)

Scottish Average (19%)

Diabetes
Moray (5.9%)

Scottish Average (5.2%)

All cause mortality under 75s
Moray (394 per 100,000)

300   394   500

Scottish Average (432 per 100,000)

300   432   500

Overweight
Moray (71%)

Scottish Average (65%)

* Other factors contributing to premature mortality: cancer; alcohol and drug related deaths.

Strategy

NHS SCOTLAND **TEST&PROTECT**

Identified those at highest risk and supported them to stay home.

Population
95,530

Shielded
2,670

Collaborative actions we have taken so far

We contacted those at highest risk and worked with key partners across the city:

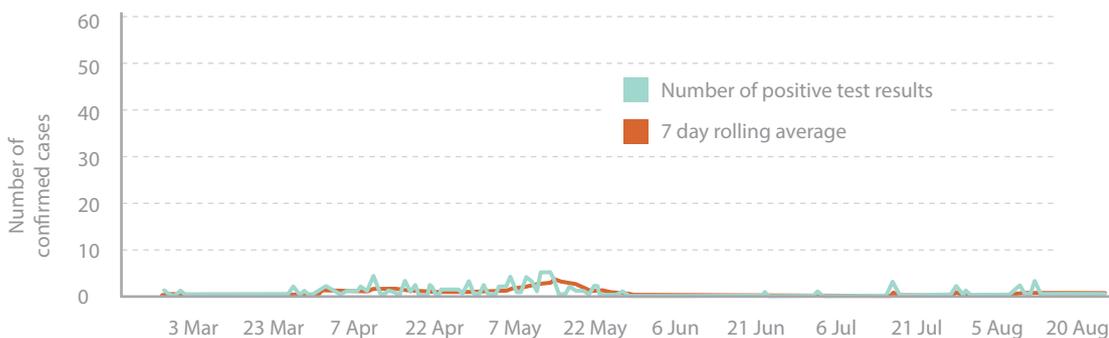|			
4,035	**4,692**	**385**	**1,340**
Deliveries of pharmacy and food parcels.	Support calls given (924 from shielding people).	Children supported in Moray schools and Hubs.	Health and social care key workers tested.

Impact

The impact of lockdown and local vigilance radically reduced the number of cases in the first wave in Moray.

Epidemiological Curve of Positive Results with 7-day Rolling Average

Number of confirmed cases (y-axis: 0, 10, 20, 30, 40, 50, 60)

x-axis: 3 Mar, 23 Mar, 7 Apr, 22 Apr, 7 May, 22 May, 6 Jun, 21 Jun, 6 Jul, 21 Jul, 5 Aug, 20 Aug

Legend:
- Number of positive test results
- 7 day rolling average

Moray has had 101 infections and 20 confirmed or suspected COVID deaths and remains an area of low rates of infection but this is dependent on peoples continued compliance with government guidelines.

Rates of death per 100,000

0.0 — 94.1

Public Health Scotland 24/08/20
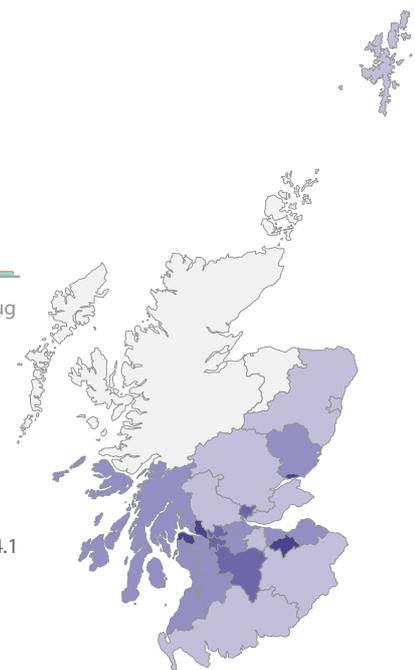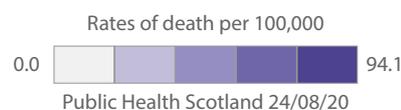
COVID related deaths in Grampian are proportionately lower than other parts of Scotland.

We can all play our part

You can help by:

Keeping informed and knowing the latest advice on preventing the spread of COVID-19. This means feeling confident about what the basic steps are – washing your hands often, physical distancing, limiting contact and wearing your face covering where you cannot maintain that distance.

You can find more information on the Scottish Government website:
www.gov.scot/coronavirus-covid-19

If you are part of a business, voluntary or community group, make the most of our resources that help you to keep yourself, your employees, and members of the public safe. Signpost others to these resources too and share them on social media where you can.

Be familiar with what to do when you or someone you know has symptoms. Share our basic advice on what to do about self-isolating, getting tested or being a close contact with others where you can. If you or someone you know might need extra help while they are self-isolating, use Moray Council's website to find a list of local support offers.

All our public partners in Moray will continue to work together to manage any outbreak that occurs.

If you are in a higher risk category or more complex setting, we will be supporting you directly. For everyone else, please continue to stay alert and look out for each other as we all work together to keep our communities safe.

If you have Coronavirus symptoms:

If you have a continuous cough, high temperature, or loss or change in taste or smell, you **should not** attend your local GP practice or Emergency Department. You should **stay at home, self-isolate and request a Coronavirus test** straight away. You can do this online at **www.nhsinform.scot/self-help-guides/self-help-guide-access-to-testing-for-coronavirus** or by calling **0800 028 2816** if you cannot get online.

If you develop symptoms, **you should self-isolate immediately and stay at home for 10 days**. Others in your household should stay home for 14 days in case they also develop symptoms.

If your symptoms worsen or last for more than 10 days, call NHS 24 on **111**. If you have a fever for more than 10 days, continue isolating for 48 hours after it ends.

We will help by:

Making sure that our residents, communities, and local businesses and organisations have the information and tools they need to stay safe whilst living with COVID-19

We will support our communities to:

- Understand the level of risk faced by an individual;

- Understand the risk posed by an environment or place;

- Know what to do if someone becomes unwell with COVID-19 symptoms; and

- Access resources to support places to operate safely.

Our approach

Our approach will continue to build on the strong and established relationships and approaches already in place with key partners for tackling situations locally during the pandemic. We refer to the multi-agency group which comes together to coordinate emergency responses as the Local Resilience Partnership (LRP).

The Grampian LRP consists of organisational representatives who are best placed to deliver the required outcomes and the most effective response. These organisations include:

- Aberdeen City Council
- Aberdeenshire Council
- The Moray Council
- NHS Grampian
- Police Scotland
- Scottish Fire and Rescue Service

- Scottish Ambulance Service
- HM Coastguard
- Scottish Environment Protection Agency (SEPA)
- Ministry of Defence (MOD)
- Scottish and Southern Electricity Networks (SSEN)

The LRP structure facilitates close working with Scottish Government and assists responders to manage the multi-agency nature of the response, make joint decisions and act in a unified manner.
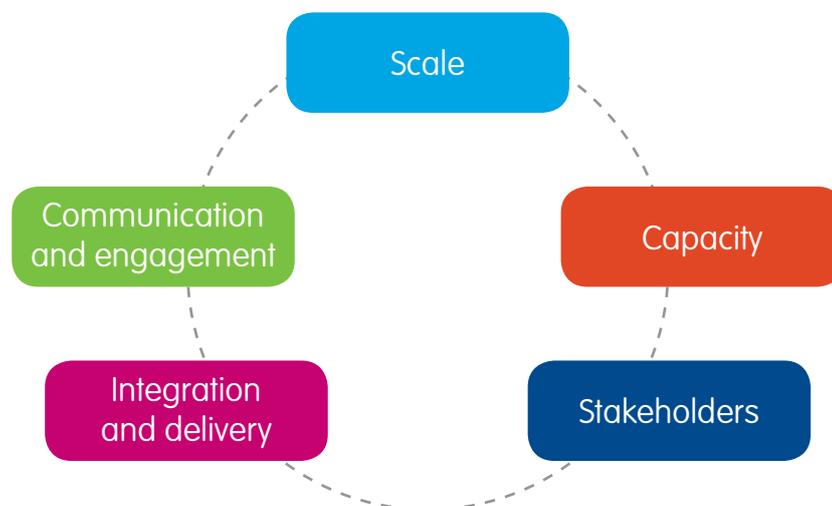
This plan also brings in additional principles tailored to the current COVID-19 pandemic. These principles provide the foundation that our approach is built upon:

Scale

We will build on our traditional health protection and emergency response arrangements to ensure that we can respond to outbreaks quickly, potentially managing multiple outbreaks at the same time.

Capacity

We will utilise the specialist skills, capability, and expertise available to us from across our partners and ensure that this is appropriately resourced. This may include additional capacity and mutual aid between partners and neighbouring local authorities where necessary. Our local capacity is expanded, when required, through the capacity which the Scottish Government puts at our disposal.

Stakeholders

We will provide clarity for our partners and stakeholders so that individual and collective responsibilities for the delivery of the plan are clear. This includes understanding their response in the event of an outbreak.

Integration and delivery

We will ensure connections with our Local Resilience Partnership are maintained and likewise with regional and national resilience infrastructure. Where possible, outbreak management responses will be consistent amongst partners across Moray whilst being flexible enough to adapt to specific circumstances / settings.

Communication and engagement

We will engage with communities and stakeholders to build confidence in the proactive and reactive nature of our plan. This will include ongoing opportunities for feedback, learning and continued improvement.

To assist staff to communicate with non-English speaking people, the "Language Line" telephone interpretation service is available. By prior arrangement, "face to face" interpreters are also available. If a member of the public has a communication disability, appropriate communication support such as British Sign Language (BSL) interpretation can be provided. Information in other formats can also be made available.

Our plan

Our plan provides a framework for the response to COVID-19 incidents and outbreaks that occur in the city and is structured around eight themes.

These themes are not operating in isolation. They are all interconnected and will continue to evolve over time. From time to time we will develop further guidance and protocols to support the delivery of each theme.

- **Theme 1**
  Data and Surveillance
  Ensuring access to the right local data to enable the other seven themes and prevent outbreaks.

- **Theme 2**
  Cluster and Outbreak Management
  Coordinating arrangements to prevent the spread of COVID-19 and proactively managing outbreaks.

- **Theme 3**
  Prevention and Precautions: Care Homes
  Ensuring outbreaks are prevented and managed effectively in care homes.

- **Theme 4**
  Prevention and Precautions: Educational Settings
  Preventing and managing outbreaks in educational settings, taking a proactive approach wherever possible.

- **Theme 5**
  Prevention and Precautions: High Risk Places, Locations and Communities of Interest
  Preventing and managing outbreaks in high-risk locations, workplaces and communities. This means helping to keep as many services and businesses as possible operating in a way that is safe and supports the recovery of our local economy.

- **Theme 6**
  Detection: Test and Protect
  Test and Protect is a national strategy aimed at managing the spread of COVID-19 by quickly identifying cases of the virus and breaking the chains of transmission. Using local and national testing capacity to best meet current and potential demand for contact tracing and outbreak management.

- **Theme 7**
  Care for People
  Supporting vulnerable people to stay safe and get help to self-isolate. This also means ensuring services meet the needs of diverse local communities.

- **Theme 8**
  Local Governance
  Taking local actions to contain outbreaks and communicate effectively in a timely, accessible manner with the general public.

The World Health Organisation highlights the importance of public health controls and advocates six criteria for health systems to fulfil as lockdown restrictions ease. Two of these rely on data and intelligence, including the existence of a test, trace, isolate, support system and that systems are in place to ensure outbreak risks are minimised in highly vulnerable settings.

Surveillance

An essential part of incident management is the recognition of a change in the distribution of illness or the occurrence of an illness of major public health significance. Surveillance is the term used to describe several activities involving the collection, collation, analysis and sharing of information and intelligence on infection spread within the general population and communities.

Surveillance includes early identification of all COVID-19 cases to allow rapid contact tracing and is the main method used to try to prevent and stop outbreaks occurring.

A daily dashboard has been created by Public Health Scotland to support surveillance. The dashboard contains the latest statistics on cases of COVID-19 reported by NHS Scotland and UK Government Regional Testing Centre laboratories. It is available here: **https://publichealthscotland.scot/our-areas-of-work/sharing-our-data-and-intelligence/ coronavirus-covid-19-data-and-guidance/**

What we have done so far:

Our public health surveillance effort has involved a collaboration with Health Boards, Integration Join Boards, Local Councils, Public Health Scotland and the Aberdeen Centre for Health Data Science. Early in the pandemic we combined data from multiple sources which allowed us to:

• Model the potential effects of the pandemic to inform care planning.

• Keep vigilant about community activity using local, national and public data.

• Monitor COVID-19 testing across the country.

• Maintain a registry to support shielded and vulnerable people.

• Provide 'real time' data for acute care in hospital.

• Monitor the social, economic, and environmental impact on Moray and its people.

• Develop planning intelligence for the next phases of the pandemic and recovery.

What we will do now:

- As part of a national modelling network we are preparing for a range of possible scenarios to manage health and care during winter.

- We have created a Grampian surveillance network with councils and environmental health which has strengthened our capacity and analytical experience to respond to outbreaks and to support recovery.

- We have developed early warning analytics across the health system to help us prepare for increased demand and to mobilise quickly when needed.

- By developing accessible intelligence at a locality level, we are building a better understanding of communities, settings and places that are most at risk of COVID-19 and related inequality.
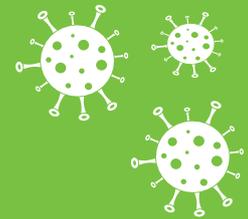
Scotland is now in a phase where continued, widespread transmission in the general population has reduced significantly indicating that COVID-19 is progressively coming under better control. **We cannot afford to become complacent and the risk of an uncontrolled resurgence will remain for the conceivable future.**

As we enter into the next phase of the national response to the COVID-19 pandemic we need to be able to react to incidents involving individual cases, clusters (2 or more cases linked in time and place) and outbreaks (2 or more cases linked in time and place with a suspected common source) of infection in order to limit further spread and protect public health, especially those who are most vulnerable.

Incident management

Strong local and national partnerships are already long-established to ensure effective and coordinated incident management. This is based on many years of experience in dealing with a wide range of public health incidents ranging from food poisoning to more complex problems such as Hepatitis C infection, as well as outbreaks of rarer diseases in recent years such as Ebola.

- NHS Grampian's public health team is responsible for the management of local incidents. This is usually delegated to the Health Protection Team and appropriate partners.
- The Health Protection Team investigate cases, clusters and outbreaks and undertakes rapid information gathering and risk assessment to decide what multi-professional/agency response should be convened.

Problem Assessment Group

In some circumstances whether it is unclear if there is a threat to public health, a Problem Assessment Group (PAG) is convened to undertake an initial investigation and assess whether there is a problem.

Incident Management Team

Where there is a confirmed problem an Incident Management Team (IMT) is called, chaired by the NHS Grampian public health team, usually a consultant in public health. The IMT is an independent group with responsibility for analysing relevant data, investigating and managing the incident. The IMT Chair has overall responsibility for managing a public health incident and will coordinate the activities of other agencies as required.

The IMT includes the following membership:

- NHS Grampian: Health Protection, Infection Control and Corporate Communications;
- Moray Council: Environmental Health Team;
- Public Health Scotland; and
- Scottish Government Health and Social Care Directorate.

The size and nature of the incident will determine the arrangements and some tasks may be delegated to other agencies.

- Where data suggests that there is a local outbreak of COVID-19 cases, the IMT will follow protocol about communication which may require to disclose details of affected premises and/or workplaces. Such decisions will always take into account the potential distress to those impacted. However, such disclosure may be necessary in order to achieve the aim of this Plan.

- IMTs are required to notify Scottish Ministers of significant public health incidents and outbreaks. In the current context of COVID-19, it is necessary that Scottish Ministers are informed and engaged on local decision making and all incidents will involve national partner and Scottish Government Resilience teams.

- Local incidents are routinely reported to Public Health Scotland and the Scottish Government. This means that all confirmed COVID-19 cases as well as outbreaks are regularly reported.

Scottish Government Resilience Room

The COVID-19 pandemic response is currently being managed in Scotland as a Level 5 incident which means that local and national decision-making and incident management are interdependent and are coordinated on a Scotland-wide basis.

This means that Scottish Government emergency planning procedures have been implemented including establishment of the Scottish Government Resilience Room (SGoRR) with regular meetings of officials and Ministers.

All Scottish Government activity in a national level emergency is coordinated through the SGoRR supported by relevant Directorates and Resilience Partnerships.

On occasion, we may also decide to activate a meeting of the Grampian LRP. We will do this where we believe there is, for example:

- A need to raise situational awareness;

- The consequences of a local outbreak are likely to have implications for other partners; or

- Where we require additional resource from our partners to help manage the situation.

The **Coronavirus (Scotland) Act 2020** gives Scottish Ministers powers to issue directions to close or restrict events, gatherings and premises and gives Ministers powers to make Regulations to respond to incidence or spread of COVID-19 in Scotland. This power was used by Scottish Ministers in August. Following a meeting of SGoRR where the Grampian IMT gave advice on the local outbreak within Aberdeen, the Scottish Ministers imposed additional restrictions on the City of Aberdeen.

Levels of incidents

Incident levels range from 1 to 5 with increasing seriousness from local to national level incidents.

Level 1   **Limited local impact**
Minimal response due to limited local event impact.

Level 2   **Significant local impact**
More severe local level impacts requiring the coordinated efforts of local partner organisations to manage effectively.

Level 3   **Significant wide impact**
Regional level, significantly wider impacts requiring cross boundary but still mainly local agency working.

Level 4   **Severe local or wider impact**
More severe local or wider regional impact requiring activation of local resilience partnership for high level of multi-agency coordinated response.

Level 5   **Catastrophic impact**
National level incident requiring local and central government coordination with population-wide national scale interventions.

Care homes are a key part of the health and social care pathway and system in Moray. Care homes are a key part of that overall system.

Significant work is being carried out to support people to receive care at home or in a homely environment when in need, and to ensure that people do not spend any additional time in a hospital environment other than what is absolutely essential. This redesign and transformation is happening under the banner of Operation Home First and seeks to shift the culture across the whole of the Grampian system so that people receive care and rehabilitation at home or in a homely environment. Care Homes accommodate some of the most vulnerable groups in Moray and as a result can be particularly susceptible to outbreaks. Care homes play an essential role as part of the whole Health and Care system across Grampian and help to ensure hospital capacity is used for those most in need.

What we have done so far:

- Established daily oversight meetings involving Health and Social Care Moray, NHS Grampian Public Health and the Care Inspectorate to ensure care homes receive the support they need in a timely manner from the most appropriate agency.
- Redeployed additional staff from other roles to support key activities in care homes such as assistance at mealtimes.
- Health and Social Care Moray appointed an additional consultant practitioner in Social Work to liaise with Care at Home and care home providers.
- Introduced routine weekly testing for care home staff.
- Providing testing for care home residents, both for those displaying symptoms and as part of a routine surveillance programme (10 week rolling programme) to monitor the prevalence of COVID-19.
- Established Personal Protective Equipment (PPE) hubs to provide emergency PPE supplies as required.
- Health and Social Care Moray has held regular meetings with care home managers to talk through relevant issues of concern and to share good practice.
- Built upon existing relationships between care homes and the NHS Grampian Health Protection Team, to provide guidance and support in relation to infection prevention and control.
- Health and Social Care Moray Chief Nurse has delivered training to care home staff.

What we will do now:

- Continue prevention and containment of COVID-19 in care homes.
- Review admission pathways to minimise the possibility of COVID-19 entering care homes.
- Further develop specific guidance for managing COVID-19 for those residents living with Dementia.
- Further develop multi-disciplinary, supportive approaches and shared clinical decision-making to assist care homes in maintaining the delivery of palliative and end of life care.
- Maintain situational awareness and respond rapidly to changes becoming apparent through routine surveillance.
- Maintain planning arrangements to support additional staff being deployed into care homes if and when the need arises.
- Carefully plan the remobilisation of accommodated respite within care homes to manage risk.
- Improve engagement and communication with residents and their families relating to actions we may have to take at short notice, particularly in relation to meeting winter pressures especially if combined with normal winter flu.

Prevention and Precautions: Educational Settings Including Early Learning and Childcare and Out of School Care

What we have done so far:

The Education Authority has undertaken a comprehensive COVID-19 risk assessment in line with government and public health guidance which has led to:

- Enhanced cleaning arrangements and a focus on hand hygiene.
- Rethinking the school day to reduce the number of children gathering at one time.
- Making greater use of outdoor spaces and improving the ventilation of buildings.
- Consideration of the layout and use of spaces to promote physical distancing.
- Restricting entry and movement between education settings.
- Consideration of business continuity planning to cope with staff impacted by Test and Protect.
- Individual planning for those who are more vulnerable or anxious.
- Arrangements to provide data to inform national and local surveillance systems.

What we will do now:

- Carefully monitor the surveillance data so that we can identify any potential outbreaks of COVID-19 and learn from best practice.
- Explore potential scenarios with education leaders to help further strengthen our response and business continuity plans.
- Administer the Transitional Support Fund to reduce the pressure on Funded Providers of Early Learning and Childcare.
- Keep arrangements under review and adapt in keeping with national and local Public Health guidance.
- A surveillance programme is being developed for schools, where regular testing and survey data will identify symptoms and infections in the school population. This will allow regular reporting of incidences of infection and inform the ongoing development of guidance for schools.
- If there is evidence of an outbreak in a school we will advise the school on what steps to take. This may include advising Moray Council to close the school in order to deliver the aims of this plan.

Prevention and Precautions: High Risk Places, Locations and Communities of Interest

High risk places, locations and communities of interest may require additional support to stay safe or take the necessary action if someone develops symptoms of COVID-19. This may be for several reasons including:

- It is difficult to maintain social distancing.

- Settings have been contacted by Environmental Health or Public Health and informed that they are high risk.

- Employees are required to work within cold or refrigerated sections e.g. food processing establishments.

- The building where more than one household live has shared facilities or lifts.

- Groups of people are coming together for worship.

- Groups of clinically or socially vulnerable people are present.

- High risk communities may include people who sleep rough. Engaging with key partners who work closely with these communities is vital in addressing the health inequalities they face.

Additionally, gatherings that bring people together have the potential to amplify the transmission of the virus and disrupt the capacity of our public services. Areas that could attract large gatherings in Moray include:

- Entertainment arenas;

- Football stadia;

- Transport hubs (air, land and sea); and

- Education establishments.

What we have done so far:

- Moray Council and Health and Social Care Moray have worked together to put in place streamlined support and assistance for those in need including those who were asked to shield

- Contributed to the Grampian Humanitarian Advice Centre to provide support and assistance to those in need including the Shielding – specifically in relation to coordinating volunteering requests.

- Supported the Spaces for People initiative to create temporary space for pedestrians to allow them to better physically distance while walking or standing in queues.

- Supported the enforcement of the lock down restrictions and supported businesses reopening.

What we will do now:

- Continue to proactively engage and prioritise ongoing support for high risk settings based on risk and vulnerability.

- Continue to work together to respond, investigate and control outbreaks or clusters of cases.

- Continue collaboration with partners including Moray Council, Police Scotland and HSE to support places to be compliant with legislation.

- Continue with a 4Es approach to enforcement (Engagement, Education, Encouragement and Enforcement) with enforcement only being utilised when other methods have failed to achieve the necessary outcome.

- Embed the community supports that have been put in place into Business as Usual that can respond to changes in demand as we continue to live with COVID-19.

- Working with Moray Council and other partners, provide advice and support to businesses.

Test and Protect is a national strategy aimed at managing the spread of COVID-19 by quickly identifying cases of the virus and breaking the chains of transmission. It is not a substitute for the measures already in place, such as physical distancing, good hygiene practices – particularly thorough handwashing – and wearing a face covering when in public.

Test and Protect is designed to interrupt the spread of COVID-19 in the community by:

- Identifying people who have the virus;
- Tracing those who have been in close contact with an infected person for a long enough time to be at risk of infection; and
- Supporting those close contacts to self-isolate, so that if they have the virus they are less likely to transmit to others.

Testing

Testing informs the requirement for those with a positive result to self-isolate and reduce the likelihood of any further transmission.

Anyone who suspects they have COVID-19 will be tested. If you test positive, your close contacts will be traced and advised to isolate for 14 days. For the population of Moray there are three main sources of testing:

- The UK Government Testing Programme which provides drive-through self-swab facilities at Aberdeen Airports, University of the Highlands and Islands campus, and postal kits ordered online.
- NHS Grampian staff testing service which has been widened to include testing for symptomatic people in the community who are unable to access the UK Government Testing facilities, care home residents both with and without symptoms, and whole-care-home staff testing in the event of an outbreak.
- Private sector provision, primarily aimed at screening employees working in the oil and gas sector, prior to working in an offshore environment.
- There is a Grampian Community Assessment Hub focused for people experiencing COVID-19 symptoms: **http://covid19.nhsgrampian.org/for-the-public/test-protect/**

What we have done so far:

- Introduced testing for all Health and Social Care staff working in Moray who display symptoms and their households if they are symptomatic.
- Introduced weekly testing for all care home staff, even if they are showing no symptoms.
- Implemented a routine surveillance testing programme for care home residents who are showing no symptoms to help understand the prevalence of COVID-19 in community settings.
- Commenced testing for hospital patients to help reduce risk of transmission. We are also testing those in the community prior to attending hospital procedures.
- Introduced weekly testing for all hospital staff working with key vulnerable groups (Specialist Cancer services, Long Stay Care of the Elderly and Long Stay Old Age Psychiatry and Learning Disability Wards).
- Identified with Moray Council all local authority staff supporting critical services, including schools.

What we will do now:

- Ensure testing is available to those who require it, responding to changes in Government guidance and best practice.

Contact Tracing

Contact tracing is the next step in the Test and Protect process.

A person who has tested positive will be advised to self-isolate for 10 days and asked who they have been in contact with in the 48 hours prior to their symptoms developing. This is in order to identify close contacts. It is important to provide as much information as possible, even if it does not seem relevant.

Contact tracing works by identifying people at risk of COVID-19 infection because they've been physically close enough to a person who has tested positive. There may be times when everyone in a particular place will be considered to be contacts, but the usual approach is to identify contacts through careful discussion with the person with the positive test result. This means that depending on the situation, you might not be contacted even if you were in the same premises as someone who has tested positive; this will be on the basis that it appears you have not had 'close contact'.

What is a close contact?

Somebody who has been near someone with COVID-19 and could have been infected. Being near someone means:

- Within 1 metre (around 3 feet) of them for any length of time (face-to-face contact).

- Within 2 metres (around 6 feet) of them for 15 minutes or more.

If you have had close contact with someone who has tested positive someone from the NHS Scotland contact tracing team will get in touch.

You will:

- Be given advice to help reduce the risk of spreading the virus.

- Be advised to self-isolate for 14 days whether or not you have symptoms and to remain vigilant of symptoms developing.

- Be advised to get a test, allowing for further contacts to be identified and potential, wider outbreaks contained.

The contact tracing team will **never** ask for details of card or bank account numbers, ask you to provide or fill in social media login details, ask you to set up a PIN, or ask you to download anything. If someone contacts you claiming to be a NHS contact tracer and asks you to do any of the above, they are not genuine and you should end the call immediately.

Statutory guidance for the hospitality sector

We know that there is a link between hospitality and the transmission risk of COVID-19. Environments where crowding may become an issue due to poor compliance with physical distancing and/or premises exceeding safe capacity are a particular concern.

From 14th August new measures were introduced in support of Test and Protect as part of our efforts to suppress COVID-19 and support a return to a more normal way of life.

The new measures make it mandatory for restaurants, cafes, bars, public houses and hotels in which food or drink are sold for consumption on the premises, to take measures to:

• Obtain and record visitor information;

• Record visitor information in a filing system suitable for recording, storing and retrieving such information; and

• Retain visitor information for at least 21 days from the date on which the visit occurred.

These businesses must collect:

• The name and contact number of an individual – or a lead member of each household in a group – that visits the premises;

• A record of the number of members of that person's household visiting the premises at the same time; and

• The date of the visit and arrival and departure times.

The new regulations include customers, staff working on a particular day and visitors such as delivery drivers or cleaners.

Premises must store the information for 21 days and share it when required to do so by public health officers within 24 hours. It is a criminal offence to not comply with these regulations.

Individuals should be encouraged to share their details in order to support Test and Protect and advised that this information will only be used in the event of an outbreak or if a number of cases are tracked back to the premises. There is no legal requirement for individuals to provide their data for these purposes but if the individual does not wish to share their details then premises should refuse to offer the service requested.

Further guidance can be found on the Scottish Government website:
www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/collecting-customer-contact-details/

What we have done so far:

• Established a local contact tracing team that works alongside the National Contact Tracing Centre.

• Worked with partners across Moray including NHS Grampian and other partner organisations to agree pathways of support for individuals that will find it difficult to self-isolate.

• Provided public communications to highlight the key messages of Test and Protect to ensure it is widely recognised.

What we will do now:

• Continue to ensure our contact tracing service is robust to cope with spikes in demand.

• Monitor information that we gather from confirmed cases and close contacts to identify outbreaks and clusters.

We have been and will continue to support vulnerable local people to get help and stay safe. This includes people who are vulnerable or self-isolating due to higher risks associated with underlying health conditions, age or other risk factors. We have identified, risk assessed and responded to the needs of Moray's vulnerable groups.

Support for these groups can include:

- Public protection
- Food and prescriptions
- Personal care
- Housing and fuel
- Emotional support
- Childcare / family / domestic support
- Emergency funds

What we have done so far:

Working in partnership with Moray Council and the Health and Social Care Moray, we have:

- Supported the establishment of a dedicated crisis support phone line to support people who are shielding or non-shielding.

- Co-ordinated joint work across the system of health, adult social care and local authority services to ensure robust access to advice, guidance and support.

- Embedded robust monitoring to understand and address local need and requirements of residents. This has allowed for focussed support and communications to specific communities and individuals where risk is considered higher or where need is greater.

- Established flexible staffing capacity to support and assist those in need linked to ebbs and flows in demand.

- Trained staff to provide support to relevant people to allow them to self-isolate and access services to meet their individual needs, which includes volunteer support, assistance with debt and benefit advice, a listening ear and support for mental health or loneliness.

- Provided alternative housing options to support those experiencing homelessness or domestic abuse.

- Facilitated the role out of devices and digital connectivity supporting those who are at highest risk and who are not currently digitally connected. This is being achieved in conjunction with a range of community partners.

- Developed and improved links with people in our communities who are willing and able to provide support in a range of different ways to those in need.

What we will do now:

Working in partnership with Moray Council and Health and Social Care Moray, we will:

- Maintain and increase integrated work across health, adult social care and local authority services to promote community resilience and ensure residents have access to the right advice and support when needed.

- Use local data and intelligence to target specific locations and communities who have a greater need for support and assistance due to pre-COVID-19 social economic factors, the long term impact of lockdown and the immediate need which may result from further local outbreaks.

- Continue to receive referrals through the social care access team.

- Continue to work with community and voluntary sector partners to assist in to coordinate the offer and support residents.

- Ensure that communications and information is always available, clear, and accessible, in whatever language or format is required.

- Develop the existing dedicated phone line to continue to receive referrals for shopping, food or specialist services as required, supporting residents to self-isolate, shield and support themselves to remain safe and well.

- Develop an integrated access point for citizens to ensure Moray citizens are directed to the right support at the right time, ensuring early and preventative support diverting from statutory services where appropriate.

Sound and effective governance arrangements at strategic, tactical and operational levels are critical in delivering our outbreak response for Moray.

The Health and Safety Executive (HSE) shares workplace regulation with local authorities. Broadly put, HSE is the enforcing authority in manufacturing, schools and universities, custodial setting and health and social care.

Local Authority Environmental Health is the regulator in retail, hospitality, warehousing, most sport and leisure settings, residential accommodation and childcare. HSE may be able to input to any Problem Assessment Group or Incident Management Team established where the workplace(s) under consideration is one which falls to the HSE for enforcement.

HSE may be able to help public health officials to understand whether the workplace is likely to be a source of infection transmission or whether they should be looking for other possible connections between cases.

Local flexibility within our governance arrangements is key to ensuring our response remains proportionate and effective. We will continue to refine our arrangements to best meet the needs of our communities.

What we have done so far:
- Activated emergency plans, monitored, and reviewed likelihood and impact of COVID-19 related risks through horizon scanning and existing data, activated business continuity plans.
- Built on already established multi-agency partnerships to strengthen shared leadership during the initial response phase to COVID-19 enabling swift and effective decision making.
- Established new multi-agency working groups as appropriate to facilitate data sharing and informed decision making.
- Through the Local Resilience Partnership, established a Humanitarian Assistance Centre to support anyone assisted by COVID-19.

What we will do now:
- Continue to review the necessary changes to our town centres to ensure that physical distancing is maintained.
- Contribute to the region's recovery from the pandemic through participation in the Grampian Strategic Oversight Recovery Group.
- Establish a multi-agency Public Health Surveillance Network to monitor the impact of COVID-19 on our communities and to inform future decisions require to deliver the aims of this plan.
- Establish a Public Health Business Stakeholders group to ensure that key community stakeholders participate and contribute to the decisions required to build back our communities whilst keeping our residents safe.

Communicating our plan

We want to provide clear messages on what to do to stay safe and well, where to get support, and aim to reach everyone no matter where they live, work and travel.

Through clear messaging, everyone in Moray we will be able to:

- Help prevent the spread of the virus;

- Understand what to do when they have symptoms; and

- Be included in our local pathways to identify and contain an outbreak.

For our plans to be successful, local people, communities, partner agencies, and wider businesses and organisations must recognise and trust our approach.

This means our communications plan is not just about sharing key messages. It is also about listening and engagement.

NHS Grampian will lead on communicating measures taken to control any local outbreak, including updating the public on the number of positive cases, tracing arrangements and Test and Protect.

During a local outbreak the Incident Management Team (IMT) will consider any key messages that need to be communicated with the public and local businesses. Channels for communicating with the public include media releases, websites and social media.

In some circumstances, it may be appropriate and necessary to contact specific employers, premises and individuals directly, where for example, they require to close. This may be in person or through available contact details. In such instances, contact will be made as soon as reasonably practicable by the relevant partner within their available resources. It will also be reliant on having up to date contact details and the availability of those employers, premises and individuals. If we discover that contact details are outdated, we will take the opportunity to update these where possible.

As set out above, after careful consideration, the IMT may deem it necessary to publicly disclose the name and details of, for example, employers, businesses and premises. We understand that this may cause anxiety and inconvenience, but we must balance this with the need to protect the health and wellbeing of our communities.

Our plan is to:

- Ensure key prevention messages e.g. physical distancing, hand hygiene, use of face coverings etc, are heavily and consistently communicated by local organisations.

- All traditional communication channels – local media, COVID-19 microsite, other corporate websites, and social media – will be utilised. We will maintain joint communication relationships across local partners.

- Provide advice – aiming to ensure everyone who becomes unwell with symptoms of COVID-19 knows what to do. This is our supportive strand and includes how and when to get tested. It also reinforces the importance of self-isolation to prevent the spread and how to get help to stay safe.

- Focus on outbreak management through our reactive strand e.g. press releases, broadcast interviews, use of social media accounts.

- Communications will be tailored to ensure that everyone knows what to do in the event of an outbreak.

- A suite of targeted resources, like those developed locally to support Test and Protect to support high risk places and locations will be developed. We will promote the work of Incident Management Teams as appropriate and work collaboratively with local partners and agencies as appropriate.

- As a member of the Public Communications Group (a sub-group of the Local Resilience Partnership), we are able to work collaboratively with Local Authority partners and other Category One responders to ensure a consistent message is communicated to the public.

- As members of the NHS Scotland Strategic Communications Group we are well connected with partners in other health board areas and Scottish Government to ensure reciprocal support and good lines of communication.

Meeting the needs of non-English speaking people and people with a sensory impairment living or working in Moray

To assist staff to communicate with non-English speaking people, the "Language Line" telephone interpretation service is available. By prior arrangement, "face to face" interpreters are also available. If a member of the public has a communication disability, appropriate communication support such as British Sign Language (BSL) interpretation can be provided. Information in other formats can also be made available.

During the recent COVID-19 outbreak, the use of Near Me in conjunction with the "Language Line" telephone interpretation service and "face to face" language or British Sign Language (BSL) interpreters has been a great success. Staff have also used "Language Line" to "Call Out" to non-English speaking people. Our increased use of BSL videos on social media has also proved popular with BSL users and will be further expanded.

Where do I go for more information?

General information on Coronavirus (COVID-19):
www.nhsinform.scot/coronavirus

If you are worried that you cannot get the help you need, you can find more information about how to get additional support at **www.moray.gov.uk/moray_standard/page_133282.html**
If you do not have community or family support and need essential help, call the National Assistance Helpline on **0800 111 4000** (Monday to Friday, 9am to 5pm) or via textphone on **0800 111 4114**.

If your business has been affected by Coronavirus and you need support, visit
www.findbusinesssupport.gov.scot

If you are a member of the public and showing symptoms of COVID-19, you can book a test by visiting:
www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-a-test-to-check-if-you-have-coronavirus/

If you have concerns about a business in Moray that is not complying with regulations you can report the breach by email to:
ehadmin@moray.gov.uk

Guidance for businesses on the collection of customer details:
www.gov.scot/publications/test-protect-multi-sector-guidance-collection-customer-visitor-contact-details-july-2020/

If you are a Moray business seeking advice during COVID-19 restrictions, please visit:
https://newsroom.moray.gov.uk/news/moray-business-resilience-forum-established-to-support-businesses-through-covid-19-outbreak

Information for care providers:
https://hscmoray.co.uk/index.html

General information on the Scottish Government's Route Map for easing lockdown restrictions and the response of Moray Council:
Gordon McDonald, Emergency Planning Officer, 0300 123 4565

If you have any feedback on this version of the Outbreak Control Plan, please contact:
gram-uhb.publichealthcontrolroom@nhs.net

Moray

COVID-19
Outbreak Control Plan

Version 1