

## **WEST LOTHIAN COUNCIL**

### **COVID-19 RAPID RESPONSE PROCESS**

To ensure the safety of staff, service users and the public, it is crucial that services respond quickly and appropriately when notified that a staff member, or service user who has been in recent contact with a staff member, is confirmed to have COVID-19.

This process applies to staff who have been present in a council building or out on site. It does not apply to staff working at home who, when asked, have confirmed that they have not been in contact with other employees or service users.

All Managers must ensure they are familiar with the steps in this process and take action when notified of a positive COVID-19 case in their service/team.

This process does not replace current guidance on COVID-19 related workplace and individual risk assessments. Services must continue to ensure all appropriate risk assessments and mitigation measures are in place and kept up to date to prevent the risk of infection in the workplace.

#### **1. Protocol for Confirmed Cases**

##### **i. Notification**

When notified of a positive test result, managers must immediately follow the council's Protocol for Confirmed Cases Notification – School Buildings/Non-school Buildings/Social Care Setting to ensure that key actions are taken in a timely and effective manner and that the relevant senior officers are kept informed early in the process and at appropriate stages throughout.

A copy of the protocol is enclosed in **Appendix 1**.

##### **ii. Rapid Risk Assessment**

To ensure appropriate arrangements are in place to mitigate any risk of further infection, Managers must act quickly completing the Rapid Risk Assessment as soon as possible and no later than 24 hours after notification.

A copy of the Rapid Risk Assessment is enclosed in **Appendix 2**.

Completed Rapid Risk Assessment documents should be shared with the relevant Service/Senior Manager or delegated officer and stored in Sphera.

Staff should be told quickly what actions have to be taken and provided with an opportunity to ask questions.

Managers are responsible for ensuring that all actions required are completed.

#### **2. Close Contact**

A Test and Protect contract tracer will contact any individual who has been in close contact with a positive case and the individual will be asked to self-isolate for 14 days since their last contact with the positive case.

NHS Lothian Health Protection Team define 'close contact' as a person, during the infectious period, having:

Direct contact:

- Face to face contact with a case within 1 metre for any length of time, including:
  - being coughed on
  - having a face-to-face conversation
  - having skin-to-skin physical contact
- Any contact within 1 metre for one minute or longer without face-to-face contact
- A person who has travelled in a small vehicle with someone who has tested positive for COVID-19 or in a large vehicle near someone who has tested positive for COVID-19.

Proximity contact:

- A person who has been between 1 and 2 metres of someone who has tested positive for COVID-19, for more than 15 minutes cumulatively during period 48 hours prior to and 10 days after the case's symptom onset.

Please note the above criteria are irrespective of wearing a face covering.

The infectious period for positive COVID-19 cases is either 48 hours prior to the onset of symptoms until 10 days after symptom onset or if asymptomatic, 48 hours prior to the time the positive test was taken until 10 days after the positive test was taken.

### **3. Health and Safety**

Following confirmation of a positive COVID-19 case, Managers must log this as an accident within Sphera as soon as practical following notification.

A copy of the rapid risk assessment should be forwarded to Kim Hardie, Health and Safety Manager immediately to help decide whether notification is required to the HSE under RIDDOR regulations.

### **4. Updates**

Managers should regularly monitor the success of the actions in the rapid risk assessment and update to include any new risks and measures. Where risks cannot be mitigated, this should be highlighted to the relevant Senior/Service Manager.

### **5. Lessons learned**

With the implementation of any contingency plans, there will be things that go well and things that do not. At the point the immediate risk(s) has been addressed and mitigated where possible, Managers should review the Rapid Response process to identify if there are any aspects in the way services are delivered that should be changed to mitigate against future cases of infection.

### **6. Suspected/unconfirmed cases**

The Rapid Response process applies where there is a confirmed case of COVID-19. However, if an employee is symptomatic and awaiting test results and the manager has reasonable concerns that appropriate risk mitigation measures were not adhered to in the person's workplace (e.g. social distancing, PPE, etc) the rapid risk assessment document should be used to help managers decide whether any precautionary measures are needed before confirmation of the employee's test result.

## 7. Supporting documentation

In addition to the above, Managers can find a range of resources on the management of services during COVID-19 through the following sources:

- [COVID FAQs](#)
- [Remobilisation](#)
- [Health, Safety & Welfare toolkit](#)
- [Sphera](#)
- [Emergency redeployment](#)
- [Emergency recruitment](#)
- [Employee relations](#)

## PROTOCOL FOR CONFIRMED CASES NOTIFICATIONS – SCHOOL BUILDINGS

When a positive or suspected case of COVID-19 occurs in a West Lothian school, it is important that the following procedure is followed. This procedure aims to ensure effective action is taken quickly and that key senior officers are kept informed early in the process and at appropriate stages throughout.

Lead officer – Jim Cameron

Jim Cameron is lead officer for being notified by Head Teachers of suspected and confirmed cases of COVID-19 in school buildings. Where there is an outbreak of two or more cases in a school, Public Health notifies the relevant Headteacher first, who in turn notifies Jim Cameron. If Jim Cameron is unavailable, the Lead Officer is Greg Welsh. Jim Cameron and Head Teacher take part in conference calls with Public Health officials.

### **Actions to be taken by Jim Cameron following any instance of a confirmed case in a school:**

1. Notify Elaine Cook and Graham Hope
2. Notify remaining members of EMT and Greg Welsh/Catrina Hatch – for information
3. Phone either Jamie Fisher (07391 862906) or Jim Jack (07766511382) to arrange appropriate cleaning of school building/areas
4. Notify Corporate Communications
5. Notify Caroline Burton – for information
6. Notify Kim Hardie – for information
7. Notify Lesley Henderson – for information
8. It may be necessary to inform all, or other, Heads of Service/key officers and partners who share buildings.

### **Other actions required**

- Graham Hope or Elaine Cook to notify Council Leader and Executive Councillor
- Corporate Communications to draft a holding statement and liaise with Head Teacher, Jim Cameron, Graham Hope and NHS Lothian Comms for approval
- All elected members will receive notification of any significant COVID-related outbreaks in West Lothian schools via Corporate Communications.

### **Frequency:**

It is important to cascade the details provided by Public Health/NHS. As a situation develops/changes, the Lead Officer will provide an update to the defined group as required.

### **Method of communication:**

Options available:

- A WhatsApp Group can be set up on all relevant officer phones – COVID Incident Management Group
- Email and phone as per current arrangement

Depending on the individual circumstances the Chief Executive can call an emergency meeting of relevant officers at any stage.

**PROTOCOL FOR CONFIRMED CASES NOTIFICATIONS – NON SCHOOL BUILDINGS  
(EXCLUDING CARE SETTINGS)**

When a positive or suspected case of COVID-19 occurs within a non-school building, it is important that the following procedure is followed. This procedure aims to ensure effective action is taken quickly and that key senior officers are kept informed early in the process and at appropriate stages throughout.

Lead officer – Donald Forrest

The manager should immediately inform their Service / Senior Manager who should notify their Head of Service, who in turn notifies Donald Forrest. If Donald Forrest is unavailable, the lead officer is Paul Kettrick, and in turn, if Paul Kettrick is not available, then Scott Hughes should be contacted. If required Donald Forrest and the relevant Head of Service/Service Manager will take part in conference calls with Public Health officials.

If the outbreak occurs in a registered service then the Care Inspectorate must also be informed.

**Actions to be taken by Donald Forrest following any instance of a confirmed case within a non-school building:**

1. Notify Graham Hope and relevant Depute Chief Executive(s)
2. Notify remaining members of EMT and relevant Heads of Service – for information
3. Notify the responsible person for the building concerned
4. Phone either Jamie Fisher (07391 862906) or Jim Jack (07766511382) to arrange appropriate cleaning of building/areas, and where necessary Nicola Gill for any transport considerations
5. Notify Corporate Communications
6. Notify Caroline Burton – for information
7. Notify Kim Hardie – for information
8. Notify Lesley Henderson – for information
9. It may be necessary to inform all, or other, Heads of Service/key officers and partners who share buildings.

**Other actions required**

- Graham Hope or relevant Depute Chief Executive to notify Council Leader and Executive Councillor
- Corporate Communications to draft a holding statement and liaise with Donald Forrest, Graham Hope and NHS Lothian Comms for approval
- All elected members will receive notification of any significant COVID-related outbreaks in West Lothian non-school buildings via Corporate Communications.

**Frequency:**

It is important to cascade the details provided by Public Health/NHS. As a situation develops/changes, the Lead Officer will provide an update to the defined group as required.

**Method of communication:**

Options available:

- A WhatsApp Group can be set up on all relevant officer phones – COVID Incident Management Group
- Email and phone as per current arrangement

Depending upon the individual circumstances the Chief Executive can call an emergency meeting of relevant officers at any stage.

## PROTOCOL FOR CONFIRMED CASES NOTIFICATIONS – CARE SETTINGS

When a positive or suspected case of COVID-19 occurs within a care setting, it is important that the following procedure is followed. This procedure aims to ensure effective action is taken quickly and that key senior officers are kept informed early in the process and at appropriate stages throughout.

This procedure only applies to care settings (locations where care is provided). Non-care settings within Social Policy should follow the protocol for non-school buildings.

Lead officer – Jo MacPherson

Jo MacPherson is Lead officer for being notified of suspected and confirmed cases of COVID-19 within care settings. Public Health will notify the relevant Senior Manager who, in turn, will notify Jo MacPherson. If Jo MacPherson is unavailable, the Lead Officer is Pamela Main, Senior Manager.

The relevant Senior Manager will take part in conference calls with Public Health officials and may be accompanied by the Group or Team Manager, as required.

Where a manager is notified directly of a positive case by an employee, visitor or service user, he/she should immediately notify and seek advice from:

- Public Health Scotland
- Care Inspectorate

The manager should also promptly inform their Group Manager and Senior Manager who, in turn, will notify the Lead Officer.

### **Actions to be taken by Jo MacPherson following any instance of a confirmed case within a social care setting:**

1. Notify Graham Hope and Allister Short
2. Notify remaining members of EMT and relevant Heads of Service – for information
3. Notify the responsible person for the building concerned
4. Phone either Jamie Fisher (07391 862906) or Jim Jack (07766511382) to arrange appropriate cleaning of building/areas/ facilities and, where necessary, Nicola Gill for any transport considerations
5. Notify Corporate Communications
6. Notify Caroline Burton – for information
7. Notify Kim Hardie – for information
8. Notify Lesley Henderson – for information
9. It may be necessary to inform all, or other, Heads of Service/key officers and partners who share buildings.

### **Other actions required**

- Graham Hope or Allister Short to notify Council Leader and Executive Councillor
- Corporate Communications to draft a holding statement and liaise with Jo MacPherson, Graham Hope and NHS Lothian Comms for approval
- All elected members will receive notification of any significant COVID-related outbreaks in West Lothian care setting buildings via Corporate Communications.

**Frequency:**

It is important to cascade the details provided by Public Health/NHS. As a situation develops/changes, the Lead Officer will provide an update to the defined group as required.

**Method of communication:**

Options available:

- A WhatsApp Group can be set up on all relevant officer phones – COVID Incident Management Group
- Email and phone as per current arrangement

Depending upon the individual circumstances the Chief Executive can call an emergency meeting of relevant officers at any stage.



## Rapid Risk Assessment Template – (excluding Schools)

Name of confirmed COVID-19 case		Date of Notification:	
Service Unit/Location		Service Area	
Date Test Taken:	Date symptoms started:	Date last at work	
Record dates when employee was at work during infectious period. (Infectious period is 48 hours prior to the onset of symptoms until 10 days after symptom onset)			

## Areas of Consideration

1. Where has the employee been working in the last 72 hours: Address, postcode of building, which areas of the building were they working in, where did they sit
2. Was the employee working in any clients'/service users' homes in the last 72 hours: Detail the names, address and post code of all clients'/services users' homes, areas of the home they were working in, who was present etc
3. Who is at Risk (has the employee who tested positive been in close contact with colleagues, clients or service users. Also consider did they car share, share a council vehicle). Detail the names of all close contacts, as per definition of close contact
4. Were any visitors to the workplace in close contact. (if PPE was worn correctly, these individuals would not be counted as contacts.)
5. Did the employee become unwell in the workplace? Did anyone assist them? Did they wear PPE? If yes, provide details
6. Do any of the member of staff's household work for the council in non-education establishments. Yes/No. If yes, provide details of name and service unit/work location

7. Are any other employees being tested for COVID-19? Detail names, job title and job location
8. Do any other employees have COVID-19 symptoms? Detail names, job title and job location
9. Is additional cleaning or a deep clean required? Yes/No. Provide brief details. If yes, date clean will take place
10. Is there a requirement to send staff home and/or a building closure? Yes/No. If required duration of building closure. Decision should be made in conjunction with answer to Q2.
11. Are there staffing implications Yes/No. If yes, action taken to address this
12. Do staff, visitors, service users or family members of service users require to be notified Yes/No. If yes, discuss arrangements for doing so and agree communication with the relevant Service / Senior Manager. A template is attached in Appendix 3.
13. Were there any breaches in control measures (e.g. social distancing in the workplace) Provide details
14. Any links with clusters or outbreaks outside the workplace
15. Any further actions required to update existing risk assessment including the risk rating. Detail actions required and responsible person
<b>Manager Name:</b>
<b>Date:</b>

**CORPORATE RESPONSES – NOTIFICATION OF COVID-19 CASE**

**The response below should be issued by the Service/Senior Manager or delegated other, when it is agreed that staff should be notified of a positive COVID-19 case.**

*Dear,*

*We are aware of staff in [insert council building] who have tested positive for COVID-19 and we are following all national guidance.*

*Any employees who are contacted by Test and Protect Scotland should adhere to their guidance. Employees not contacted, should continue to attend their normal place of work unless instructed to report to an alternative workplace.*

*Appropriate deep cleans in line with Health Protection Guidance will be conducted in council buildings where employees who have tested positive are based or where they have visited while symptomatic. The council has a specialist team on standby (available out with normal working hours and 7 days per week) to conduct deep cleans as required.*

*Kind Regards*