

Trafford's 10 Point COVID-19 Action Plan : August / September 2020

Introduction

This plan for August and September 2020 is an integral part of the Trafford Outbreak Management Plan, endorsed by the Health and Wellbeing Board

Following the rising rates of Covid-19 in Trafford since mid-July and the announcement on Thursday 30th July of the new restrictions and the declaration on Sunday 2nd August of a major incident relating to Greater Manchester, there is a need for enhanced action across the borough

The 10 point COVID-19 Action Plan mirrors the national and Greater Manchester approach with a focus on the following:

1. Data and intelligence (point number 1)
2. Testing (point number 2)
3. Contact tracing (point number 3)
4. Contain measures (points 4-8)
5. Planning ahead (points 9-10)

Sign off to be agreed

Leader of the Council

Chair of the Public Engagement Board

Executive Member for Health and Wellbeing

Chief Executive

Director of Public Health

Strategic Director Place

*Acting Chief Executive
Manchester Local Care Organisation*

Chief Accountable Officer

*Chief Executive
Manchester University NHS Foundation Trust*

Neil Thwaite

Chief Executive

Greater Manchester Mental Health Trust

The Trafford Health Protection Board is a multi-agency partnership that will oversee the implementation of this plan. For any further information about this plan please contact Eleanor Roaf

1. Ensure that strategic and operational decisions in respect of COVID-19 are informed consistently by high quality data and intelligence

- 1.1 Incorporate GM COVID-19 escalation framework metrics within the Trafford COVID-19 information dashboard, specifically the weekly incidence rate, positivity rate, Clinical Assessment Service (CAS) call increase, hospitalisations and inpatient diagnoses.
- 1.2 Use the detailed record level data available within the Public Health England COVID-19 Situational Awareness Explorer and other datasets to continually develop our understanding of the transmission (new cases) and prevalence of COVID-19 in particular geographical areas, age groups and local communities, including ethnic and faith-based groups and occupations
- 1.3 Support the work of the Health Protection Board and other groups to understand and address the differential impact of COVID-19 on individuals and communities within Trafford
- 1.4 Build the trigger framework into the daily stitreps across all partners with advice re early actions needed to reduce infection rates

Lead: Eleanor Roaf

2. Increase access to and uptake of testing

- Implement Trafford's Community Testing Model for antigen testing of symptomatic residents to ensure that everyone who needs a test can get a test with a focus on:
 - Further collaboration with Manchester University NHS Foundation Trust (MFT) to capitalise on Pillar One Testing arrangements and the deployment of the Trafford Local Care Organisation (TLC0) Swabbing Team to settings with outbreaks.
 - Ensuring capacity at the Etihad and Manchester Airport regional testing centres is utilised.
 - Continuing to maximise the use of the successful Mobile Testing Units (MTUs) at UA92, Sale Water Park and Trafford House.
 - Establishing two fixed testing sites in Partington and Trafford Park. Partington was highlighted as a key area for a testing site because of the poor public transport links and it is a high area of deprivation. Trafford Park was chosen because evidence from Test & Trace is that many people are now catching COVID from the workplace along with the fact that we have also had a number of outbreaks within Trafford Park. We have proposed having the Partington site be a walk in site and the Trafford Park site be a hybrid one that allows both walk ups and drive ins.
 - Creation of swabbing scheme for those who are vulnerable. The will involve 2 elements. First, the creation of a Virtual Swabbing Team from areas such as Domestic Abuse, Sexual Health and Homelessness Teams to ensure individuals from those areas are able to be tested. Second, local volunteers at community hubs will be used to distribute swabs to those who are vulnerable, digitally excluded or unwell.
- Develop a targeted communications programme to support and increase uptake based on insight gathered from key communities and settings ensuring all Trafford's residents know when and how to get a test as part of the community and engagement plan.
- Provide further support on testing to workplaces to reduce the likelihood of further outbreaks.
- Extend whole care home testing rolling programme to other care facilities including LD/MH supported living sites. Until clarity is provided on when all Supported Living facilities can be

tested, Trafford's Swabbing Team will be undertaking a pilot, whereby all Supported Living facilities are tested.

- Monitor test results across care homes to ensure homes are supported with reduced outbreaks , safe staffing levels as regular testing programme embeds
- Develop a targeted communications programme to support and increase uptake based on insight gathered from key communities and settings
- Respond to new testing priorities identified in national guidance and recommendations from GM Mass Testing Expert Group (both antigen and antibody testing)
- Explore whether any further testing capacity is needed for future surges in testing demand, including options linked to Deloitte or Mastercall

Lead: Donna Sager

3. Provide local contact tracing and environmental health capacity to prevent and respond to local outbreaks

The Trafford Test and Trace Team is fully established and working on developing SOPs that align to the GM SOPs.

- 3.1 Public health and Regulatory Services need to work together to support the demands placed on the Environmental Health Service. EH managers have suggested a way forward that needs costings and action.
- 3.2 Continue to work on identifying and engaging with high risk businesses
- 3.3 Domestic Abuse and Rough Sleeping Outreach Teams will be supported to complete the contact tracing and swabbing training to be able to support those clients who may present as unwell, need testing or to engage with the Test and Trace system. .
- 3.4 Build local contact tracing capacity by formalising arrangements with those services and colleagues who have expressed an interest in supporting the virtual contact tracing and swabbing team. The Test and Trace Support Officer (Tricia Jones) will be making contact with these colleagues and ensuring they complete the appropriate training.
- 3.5 The work of the T&T is aligned to the engagement work to ensure the issues raised by big workplaces and outbreaks are integrated into the engagement plan.
- 3.6 Guidance for complex settings, including scenario planning, that is still outstanding or needs updating will be completed by the end of August.
- 3.7 Draw down resources from the Greater Manchester Hub and mutual aid from neighbouring boroughs and explore what additional contact tracing and data analyst capacity is required locally / at GM level to follow up index cases and contacts that have not been successfully contacted via the National system
- 3.8 Ensure that materials are available in all languages required for community and workforce engagement

Lead: Helen Gollins

4. Develop and implement community engagement plans for targeted work in specific areas and with specific groups

- 4.1 Community engagement plans will be developed for targeted work with geographically based communities, as well as communities of identity or experience that have been identified as high risk or where data suggests new or emerging clusters of infection.
- 4.2 Plans will include a mixture of universal and targeted communications, and more intensive engagement to work to promote key public health messages, increase access and uptake of testing and build trust and rally the support of communities.
- 4.3 We will be working in partnership with Europaia and local businesses to develop translated materials and resources that can be shared in workplaces
- 4.4 Will be developing a multi-agency programme of activities supported by VCSE, Community Cohesion Forum and communities themselves. This will include:
- 4.5 Community Safety Team, Communities Officers and Information Officers will carry out face to face (socially distanced) conversations and surveys directly with communities and businesses in areas that have been identified as high risk or with highest transmission rates
- 4.6 Targeted engagement in local areas to raise awareness and understand issues being raised including local retailers and food establishments
- 4.7 Enabling and mobilising locally trusted community groups and organisations (including BAME partners) to facilitate engagement where possible

Lead: Josh Fulcher

Karen A – care homes/home care

Residential and Nursing Care Homes, Home Care, Supported Living

We will continue to engage with, and support, all social care providers within Trafford through:

- Regular briefings and telephone check-ins
- Analysis of data on NECS and from telephone check-ins on testing process, outcomes and PPE provision
- Immediate responses to issues such as non-provision of testing kits, non-collection of test, allergic reaction to tests etc
- Provision of relevant advice to specific queries and guidance
- Access to the community swabbing team as required

5. Further amplify key communication messages in relation to the new restrictions

- With recent cases amongst young people (18-40) accounting for a significant proportion of our total number of cases, we are working on a GM-wide plan aimed at this group of people (divided into 3 smaller sections within this group). This will tie together with health messaging and be a concerted campaign across GM;
- Use local data and intelligence to inform the direction of any communications
- There is a Targeted Youth Sub-Group that looks at key engagement activities and communications with our young people around Covid related issues using social media and direct engagement through our Street-talk team.

- Creation of [original material](#) to share on Council and CCG channels (external and internal)
- Utilising the text messaging system available to Trafford GP practices to target their registered patients with key messaging – this will involve further, more targeted breakdown of age groups and location in the coming weeks
- Further utilise Trafford’s primary care networks (PCNs) and the CCG’s Clinicians’ Briefing to keep practices up to date on the changing picture so they can communicate effectively with their patients
- Encouraging public health and community engagement teams to share any insight/statistics which can help the communications function to produce adequate local messaging, where necessary,
- Encourage community engagement team to use GM and Trafford-specific materials in their work
- Online community hub survey developed to capture views of those who have used the service. Closes 4 Sept.
- Consistent amplification and use of GM and national materials and messages which is shared with the CCG and Council’s comms function daily, ie. Better Health campaign, #TogetherGM

This work on the 10-point plan will supplement the overall communications plan agreed in the Covid outbreak communication strategy, drafted by Martin Dillon, Jamie Oliver and Linda Roy.

Multi-agency health and social care recovery locality plan steering group will support communications and engagement response to COVID within their organisations and work together as a system to develop joint approaches to communications and engagement in Trafford.

Leads: Martin Dillon, Linda Roy (Council communications), Jamie Oliver, Tracy Clarke (CCG communications and engagement)

6. Inform and engage the hospitality sector and businesses on the new guidance and regulations. Provide advice to event organisers on COVID-19 secure guidelines.

- Engagement with businesses in the hospitality sector during evening and weekend visits carried out by the Licensing and Environmental Health team. This operation is being planned in conjunction with GMP. Businesses will be targeted where there is intelligence of issues around COVID-19 control measures. Enforcement action will be taken where necessary.
- Information Officers will carry out proactive visits to businesses, offering advice on compliance with COVID-19 secure guidelines. Follow up action will be taken by Environmental Health to secure compliance, where necessary.
- Environmental Health Officers are engaging with event organisers to ensure that the risk assessment and procedures in place for the event, meet the Government’s COVID-19 Secure Guidelines.
- Strategic Growth
- To utilise the weekly Business Bulletin to inform businesses of latest, advice and guidance on embedding covid security practices.

- · To produce one-off Business Bulletins as required where urgent information is needed to be distributed out to businesses.
- · To fully utilise the @TraffordBiz twitter account on a daily basis or as required to inform businesses of covid security issues.
- · To utilise the Information Officers to distribute information on covid security to businesses in the town centres.
- · To run business specific webinar's/meetings to update businesses on covid security practices, share best practice and respond to business queries.
- · To utilise other key local and sub-regional stakeholders, such as the Trafford Park Business Network, BID, Altrincham and Sale Chamber of Commerce, FSB, GM Growth Hub, GM Chamber and MIDAS; to support the promotion of covid security information and guidance.

Leads: Nigel Smith (Head of Regulatory Services), Suzanne Whittaker (Regulatory Services Manager)/ Stephen James (Strategic Growth)

7. Continue to support residents and patients who are clinically vulnerable and respond to the evolving guidance on shielding

1. CCG will write to all those that are still classed as 'Clinically Extremely Vulnerable', but have been advised that shielding is paused. Reiterate the messages, and how to protect themselves from catching the virus.
2. The details of the Community Response to COVID line will be detailed in the letter – so that they phone a central line if they are not coping, or they have any questions regarding employment, benefits, housing, general COVID questions, questions on how to access food super market delivery slots.
3. If the person required further support, then this would be identified through the triaging questions that Citizen's Advice Trafford have in place. There is then the option that these people will be put through to the community hubs for further support as required. This is still currently limited to food, fuel, medication and social isolation, however there are also contacts in place now with other voluntary sector groups that could help as well as social prescribers who can also help to navigate where they may get the help they need, including a pathway back into statutory services.
4. Council holds further details of who on the shielded list received a gov parcel. We could aim to phone these individuals to check up on them – but we do not have a resource that can do this at the moment – we would need to identify this. There are likely to be the most 'vulnerable'. There were approx. 1000 people across Trafford receiving food parcels, although a mixed reception to whether this was needed or not – a proportion of the food parcels ended up being re-donated back to the hubs.

5. We still have a store of food parcels for the shielded that we invested in early on, before the national food offer kicked in. The plan is to reserve these for shielded for the remainder of August, but then to donate these to hubs to be included in food parcels as required.
- Continuation of an acute visiting service available to people in care homes and in their own homes who are COVID positive or COVID query for face to face assessments (Aug and sept)
 - Additional phlebotomy capacity commissioned through primary care to address the backlog of patients for long term condition management/health checks and antibody testing

Leads: Mark Jarvis/ Rebecca Demaine

8. Embed infection control practices across all sectors including PHE guidance, correct PPE use

PPE

- Regular review of PPE and infection control related national guidance with push comms of headline changes to relevant providers including care homes, home care, domiciliary, MH, learning disability, VCSE, primary care and other sectors to ensure best practice PPE and COVID security practices
- Webinars/meetings to update organisations on COVID security practices, PPE, share best practice and respond to queries
- Locally produced H&S guidance to support messaging where there may be gaps or requirements for easy reference guides e.g. correct disposal of PPE by sector/scenario
- Refinement of processes to ensure easy access to emergency PPE supply
- Embedded quality monitoring processes to ensure the right PPE is being utilised in the correct care setting and ensure appropriate infection control practice is in place.
 - Ensure that the risks relating to AGPs and access to correct PPE are owned and managed
- Engaging with Providers to gain intel on supply chain issues and escalating as required.
- Proactively building links with key intermediary organisations to pre-empt PPE supply shortages and work with key stakeholders (GMCA, NHSE) to ensure risks mitigated
- Creating Demand modelling to track and predict future reliance on mutual aid for the fulfilment of PPE needs of providers and various other sectors
- Utilise existing comms routes, colleague briefings etc. to reinforce messaging
 - Move the infection control team into public health to ensure alignment and support to care markets, and recruit to vacant posts
- delivery of 4 x COVID19 infection control training sessions for Tafford home care providers on 26/27 August
- infection control team recommenced Nursing and residential care home inspections which include advice and support in respect to COVID19 outbreaks, measures and precautions
- Undertaking testing for all residents and staff for suspected outbreaks

- Work with care homes or providers with highest infection rates to further develop their infection control measures, reduce staff moving between sites etc.
- Continue to monitor the homes with supportive calls twice a week
- Extend enhanced infection control training to LD/MH and home care .

Leads: Laura Hobbs/Jacquie Coulton/ Phil Broad

9. Plan now for the return of students and pupils to schools and colleges in September

Schools and settings

- Meetings taking place between the Education team, Public Health, and Contact Tracing Team to document robust pathways for responding to notifications of cases linked to schools setting and ensuring timely flow of information between Trafford and GM contact tracing hub.
- Scenario training has been provided for all schools led by Public Health.
- Schools/settings will have step by step guidance on case and outbreak management.
- We will agree the role of the Schools liaison officers in relation to supporting schools with covid related concerns
- Public Health to continue to attend Cluster Lead and Headteacher meetings to answer questions on infection prevention, case management and control and contact tracing process
- Public health will attend meetings with trade unions representing school staff in September and beyond, to answer questions
- Schools have provided risk assessments which have been quality assured by a panel including officers from Health & Safety, HR, Public Health, Cleaning & Catering and Education and attended training for September opening. This work is ongoing.
- Public health to continue to provide weekly briefings to schools and settings regarding the appropriate data to offer ongoing assurances
- Letter will be sent out via schools to parents/carers requesting that they support the measures schools will put in place to prevent infection in readiness for the September opening. Schools to update home-school agreements in light of the government guidance on safe school attendance.
- A communication plan is to be devised over the summer to encourage the safe return of all children and young people in September, including interviews with influential members of the BAME communities.
- Toolkits of support have been provided to schools to facilitate the delivery of:
 - √ Recovery curriculum planning for the full return of pupils
 - √ Mental health and well-being support
 - √ Remote delivery of the curriculum in the event of pupils being absent and further lockdowns

These will be updated as appropriate.
- Children’s social care has developed a set of surge plans that plan around increased referrals from schools to our front door as the schools fully re-open. We have also created additional Early Help Panels to give advice and information to schools and other partner agencies who are supporting families where issues and pressures are emerging.

10. Consider the suite of contain measures currently being developed for Greater Manchester and apply them as necessary to the local situation in Trafford, ensuring collaboration with adjacent authorities

This section of the plan will be updated when the measures are agreed by Friday 7th August.