

## Covid-19: Preventing and Managing Covid-19 in Hospitality Settings – Local Guidance

### Who is this guidance for?

This guidance supplements the national action cards for settings including hotels and other guest accommodation, campsites and caravan parks, entertainment and holiday resorts, restaurants, pubs, bars, cafes or takeaways and any other similar setting.

### 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, Bolton Council and other partners.

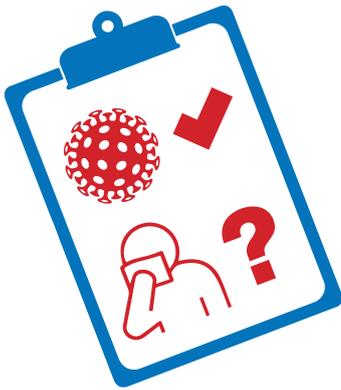
1. Carry out a COVID-19 risk assessment: refer to the HSE guidance and consult your staff or trade unions.
2. Develop cleaning, handwashing and hygiene procedures: provide hand sanitiser around your setting, and frequently clean and disinfect objects that are touched regularly.
3. Maintain 2m social 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 you must ensure 1m distancing is maintained and transmission risk is managed 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 must ask at least one member of every party of customers or visitors (up to 6 people) to provide their name and contact details.
- A temporary record of staff, customers and visitors should be maintained for 21 days to assist NHS Test and Trace with data requests if needed. This could help contain clusters or outbreaks.
- In light of two or more confirmed positive results, 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.
- Businesses must register for an official NHS QR code and display an official NHS QR code poster from 24 September 2020, so that customers and visitors can 'check in' using this option as an alternative to providing their contact details.
- The NHS COVID-19 app has a feature that allows users to quickly and easily 'check in' to your venue by scanning the code. The information stays on the user's phone. In England, you do not have to ask people who choose to 'check in' using the official NHS QR code to provide their contact details. If there is an outbreak associated with a venue, a message will be sent to the relevant app users with the necessary public health advice.
- By maintaining records, 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.
- 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.**
- Hospitality venues must also refuse entry to those who refuse to participate.
- Failure to do any of these requirements will result in fixed penalty fines.

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:



- **Confirmed case:** laboratory positive case of COVID-19 with or without symptoms
- **Possible (suspected) case:** new continuous cough and/or high temperature and/or loss or change in sense of smell or taste

### 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 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 (further information is in the flow diagram on the information card).

The person should book a COVID-19 test (with support from staff if needed) as soon as possible. You can book a test online at [www.gov.uk/get-coronavirus-test](https://www.gov.uk/get-coronavirus-test) or if you do not have Internet access call 119 - lines are open 7am to 11pm.

If a customer presents as symptomatic and needs to self-isolate as they have been identified as a close contact, 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. If a test comes back negative the individual can stop isolating as long as they feel well. If an individual needs support with isolating and does not have a network of family and friends they can call upon, they can call the Coronavirus Support Hub on **01204 337221**. Further detail can be found in the contact information below. Further advice for accommodation providers can be found here [www.gov.uk/guidance/covid-19-advice-for-accommodation-providers](https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers)

### What to do in the event of two or more laboratory confirmed cases?

Continue to follow 'Practical actions to prevent the spread of COVID-19' to reduce risk (above). In light of two or more confirmed positive results, the business will be contacted by the NHS Test and Trace team and it's important that you provide all requested information in a timely manner. If you are notified directly of positive cases, please notify the local authority by the using the email address

[Covid19contacttracing@bolton.gov.uk](mailto:Covid19contacttracing@bolton.gov.uk)

Please see the government action card for your setting for more information.

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

Notifications of two or more laboratory confirmed positive cases should be made to the local authority public health team [Covid19contacttracing@bolton.gov.uk](mailto:Covid19contacttracing@bolton.gov.uk)

## Support and advice

Local information is available at: [www.bolton.gov.uk/coronavirus-support](https://www.bolton.gov.uk/coronavirus-support)

For setting specific information and copies of the governments national action cards visit:

[www.coronavirusresources.phe.gov.uk/reporting-an-outbreak](https://www.coronavirusresources.phe.gov.uk/reporting-an-outbreak)

National information is available at: [www.gov.uk/coronavirus](https://www.gov.uk/coronavirus)

## Contact Information

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

### **Bolton Council Coronavirus Support Hub**

A helpline for residents who do not have a network of family and friends that they can call upon for support.

You can contact our support helpline by calling **01204 337221**. The opening hours are:  
Monday to Friday from 8.30 am – 5.30 pm  
Saturdays from 9.00 am – 1.30 pm

The Team Bolton community of volunteers, partners and council staff are offering vital help to people who need support (including food and essential items such as medication), particularly if:

- you have received a letter from the NHS advising you are at high risk and should stay at home
- you are medically vulnerable and according to the government criteria you should stay at home
- you are self-isolating due to illness (no matter your age)
- you are experiencing financial hardship
- you are experiencing food poverty

Our call handlers will provide advice and tell you how you can best access support. This includes local support for those who are feeling isolated and alone.

### **Environmental Health Team:**

Contact the Environmental Health Team if you need advice and support around risk assessments and working safely during coronavirus. [environmentalhealthcovidinbox@bolton.gov.uk](mailto:environmentalhealthcovidinbox@bolton.gov.uk)

### **Bolton FAQs:**

Further support on queries around local restrictions, testing and self-isolation:  
[www.bolton.gov.uk/coronavirus-support-1](http://www.bolton.gov.uk/coronavirus-support-1)

### **Reporting two or more confirmed cases:**

Contact the local authority Public Health Team to report two or more confirmed cases  
[Covid19contacttracing@bolton.gov.uk](mailto:Covid19contacttracing@bolton.gov.uk)

### **Public Health England Greater Manchester Health Protection Team:**

If you need urgent out of hours for two or more confirmed cases you can ring Public Health England Greater Manchester Office on **0344 2250562**.

## What to do if there is a suspected or confirmed case in a staff member

Upon detecting a suspected or laboratory confirmed case of COVID-19 immediately inform the local authority Public Health Team at [Covid19contacttracing@bolton.gov.uk](mailto:Covid19contacttracing@bolton.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](http://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.

### 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.

Any staff member, or customer, who may have had **close contact**\*<sup>1</sup> 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](http://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

Contact the local authority Public Health Team at [Covid19contacttracing@bolton.gov.uk](mailto:Covid19contacttracing@bolton.gov.uk)

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**\*<sup>1</sup> 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](http://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.

The local authority will provide tools to support outbreak communications and infection control advice. Contact the local authority on the [Covid19contacttracing@bolton.gov.uk](mailto:Covid19contacttracing@bolton.gov.uk) 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 needs to be taken.

## What to do if there is a suspected or confirmed case in a customer

Upon detecting a suspected or laboratory confirmed case of COVID-19 immediately inform the local authority Public Health Team at [Covid19contacttracing@bolton.gov.uk](mailto:Covid19contacttracing@bolton.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](http://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.

### 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.

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](http://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

Contact the local authority Public Health Team at [Covid19contacttracing@bolton.gov.uk](mailto:Covid19contacttracing@bolton.gov.uk)

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](http://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.

The local authority will provide tools to support outbreak communications and infection control advice. Contact the local authority again on [Covid19contacttracing@bolton.gov.uk](mailto:Covid19contacttracing@bolton.gov.uk) if:

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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 needs to be taken.