

# Information Pack

## Workplace in Luton operating during the coronavirus pandemic: things to think about

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# What is this information pack about?

This information pack is to help you think about some of the things that your workplace, service or facility can do to operate safely during the coronavirus pandemic, and to tell you what to do if you have coronavirus cases.

There are lots of places where people may come together and be in contact with each other. This includes:

- Offices
- Factories
- Shops
- Restaurants, cafes, takeaways
- Places of worship
- Civic buildings
- Community buildings
- Sheltered housing
- Houses of multiple occupancy (HMOs)
- Custodial settings
- Transport hubs
- Hotels
- Leisure facilities
- Warehouses
- Hostels and refuges
- Hairdressers, barbers, nail bars, salons

We call all these places 'settings'. Most are workplaces for some or all people in the setting, but some settings are also visited and used by members of the public/clients/customers.

Whatever setting(s) you are involved with you need to be able to:

1. Reduce the risk of coronavirus infection and prevent outbreaks
2. Know what to do if there are cases or outbreaks in your setting

## How does this relate to government guidance?

This information pack is intended to support the government guidance, provide guidance for settings where government guidance does not yet exist and get you started thinking about how safely using a setting will interact with the NHS Test and Trace system if there is a case. **If anything in this information pack seems to contradict government guidance, follow the government guidance first.**

The government has already produced specific guidance for many workplaces. Check if there is guidance for your workplace:

[\(<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>\)](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)

[Guidance for the safe uses of places of worship](#)

[Guidance on the safe use of multi-purpose community facilities](#)

[Guidance on the safe use of council buildings](#)

[Guidance for maintaining a record of staff, visitors and customers for NHS Test & Trace](#)

This information pack is intended to support the government guidance, provide guidance for settings where government guidance does not yet exist and get you started thinking about how safely using a setting will interact with the NHS Test and Trace system if there is a case. **If anything in this information pack seems to contradict government guidance, follow the government guidance first.**

## What is the situation in Luton?

In Luton we are **still seeing a high rate of new cases of coronavirus**, and Luton's Director of Public Health advises that a **very cautious approach** must be taken within settings in Luton. This is to prevent serious outbreaks in Luton that would lead to more suffering and tragic loss of life. Luton's population includes many who are likely to be more severely affected by coronavirus, so it is important we prevent outbreaks of this disease.

This means that sometimes we are strongly advising that people in Luton adhere to all the government guidance and also are more cautious and focussed on safety than the bare minimum to meet regulations.

## How can I prevent the spread of coronavirus?

*The first question to ask is: is it right for my setting to be open right now?* Work through the guidance, think about the questions and make your judgement.

1. If there is government guidance to make you 'COVID-19 Secure', follow that guidance as far as possible
2. Begin with the 5 key principles of preventing COVID-19 infection:
  - a. **Review your risk assessment** – This is a legal requirement under Health and Safety legislation. Failure to carry out and a risk assessment and implement effective control measures can result in notices being served, where risk to your employees or other persons is deemed to be significant. Look at your sector specific guidance to see what you must put into place -<https://www.gov.uk/coronavirus-business-reopening>  
**There is also [HSE GUIDANCE FOR COVID-19 RISK ASSESSMENT](#)**
  - b. **Review and reinforce cleaning, handwashing and hygiene procedures**
  - c. **Help people avoid attending the setting and stay at home if they choose to** – the fewer people who mix, the lower the risk of infection, so working from home, providing some services online or via telephone or having delivery options may all need to be explored

- d. **Maintain 2m social distancing**– if it isn't possible think about whether that activity needs to keep going, and if not think about measures to reduce the risk of transmission like face coverings, visors and screens
  - e. **Ensure that people with COVID-19 symptoms (new persistent cough, fever or loss of smell or taste) do not attend the setting, or leave the setting when symptoms develop**
3. Consider the more detailed points in 'Thinking about preventing the spread of infection', look at the government guidance and HSE guidance, discuss with other people in the workplace or setting and review your current plans (See Table)
  4. Review your plan for what you would need to do if a person in your workplace or other setting tested positive for COVID-19, or if there was more than one case (an outbreak)

**If you take action to prevent the spread of infection, this will greatly reduce the risk that there will be an outbreak and will also assist in being able to continue to operate with adequate numbers of staff still available**

*These questions are presented in a table that you can work through and fill in Appendix 1*

- The best way to prevent the spread of coronavirus is good hand hygiene and limiting the amount of contact people have with each other (maintaining 2 metre social distance and not having too many different people mixing)
  - Do you have somewhere for people to wash or sanitize their hands as soon as they arrive? Is there a door or door handle they have to touch on the way to this, and can this be avoided, or regularly cleaned?
  - Will people regularly be able to wash their hands during the day, e.g. after coughing?
  - How will you remind people to wash their hands?
  - How will 2 metre social distancing be maintained in your space? Can you mark the ground? Do you have lifts and how will you ensure people aren't squashed together in them? What about in break rooms?
  - If people who come to the setting are worried that social distancing and hygiene isn't possible, how are they going to tell you about their worries so this can be addressed? How will they feel safe to raise concerns?
- There also needs to be enhanced cleaning of the setting
  - See the government guidance on [cleaning in non-healthcare settings](#)
  - Places that are touched frequently should be cleaned very regularly (e.g. light switches, door handles, stair banisters, grab rails, lift buttons, kettle handle or hydroboil tap, fridge handle)
  - How is the place going to be cleaned? Who will do this? Do they need extra training? Do you need to purchase additional cleaning products?
  - You will need to have a cleaning schedule for cleaning including the beginning and end of the day and more frequently for high touch points

- If anyone has symptoms of coronavirus (cough, high fever or loss of smell or taste) they shouldn't come to the setting – [they should stay at home for 10 days from symptom onset and order a test, and those they live with should stay at home](#)
  - How will you remind people not to come in if they have symptoms?
  - How will you support people to be able to stay away if they have symptoms, if they may worry about needing to work or accessing your services? Is there a way to do this from home instead?
  - How do you want people to inform you that they have symptoms and are staying at home?
  - What will you do if someone becomes symptomatic when they are at work?
  - If people stay at your setting (e.g. hostels, hotels), what is the plan if they need to isolate? Can they isolate from other users and staff? Will they be able to order a test and who could help them?
  
- Can you ventilate your space by opening windows and doors (ensuring in food premises that flies and pests are not allowed to enter)?
  
- The government is not advising that most people wear PPE beyond what they would normally have for their job – however, there is some evidence that using a simple cloth face covering can reduce the risk of infection in situations where it's hard to maintain a social distance, and some people may come to your setting wearing masks
  - Do you need a policy on the use of masks, face coverings or visors and is this something you need to discuss with those who come to the setting?
  - It is really important that if people use masks, face coverings and visors they do so safely. This means:
    - Wash hands before putting on
    - Don't touch the mask or your face while wearing it
    - When you take it off, dispose of it in waste or put in a plastic bag and wash your hands again
    - Do not put the mask on a worktop/chair – the mask or face covering will have lots of respiratory droplets concentrated on it and could smear this over places others will touch
  - Wearing gloves is not an effective way to prevent infection unless the person wearing the gloves has been trained to wash their hands before use, after use and not touch their face or cough into their hand whilst wearing the gloves (in this case it becomes exactly like not wearing gloves at all). Therefore day-long use of gloves should be discouraged

- The fewer contacts with other people everyone has per day, the lower the risk of spreading the virus. This is particularly important when it might be hard to maintain 2m social distancing. One way to work with this is to use 'bubbles', also called 'cohorting', so that everyone is in a specific, fixed team and do not mix between teams.
  - Would a 'cohort' be possible in your setting? For example, in an office, have a team that always comes in on Tuesdays and Thursdays, and another team that come in on Mondays and Wednesdays, and the two groups do not overlap or meet each other
  - Or in a setting where you are providing care or services, can you make it so that the same workers always see the same clients, without crossover?
  - Do you normally have people who come to your setting but also others (e.g. agency or temporary workers)? Can you limit how much people crossover between settings or have different start times?
- Coronavirus disproportionately affects older people, those from BAME backgrounds and those with underlying health conditions – how will you risk assess those who are coming to the setting to ensure that people are safe (which may include not having some people in the setting?)

## Extra considerations for companies employing agency staff

- Ensure you have a robust way of communicating with the agency, to ensure they let you know of any positive employees and vice versa.
- Limit the number of agency employees you use/keep them as fixed as possible to limit how much people crossover between settings.
- Ensure all agency workers are fully inducted on Covid secure practices and abide by these, are aware of the current risk assessment, and how to notify the employer and agency of symptoms/positive test result.
- Keep a record of all agency staff contact details, and working hours/patterns – this is very important to enable contact tracing to take place.
- Encourage agency staff to take a rapid Covid test prior to working.
- How do agency workers travel to work, do they car share or use public transport? Car sharing where possible should be avoided to reduce transmission.

## If there is a positive case of coronavirus in your setting

It is possible that at some point someone who has visited your setting will either test positive for coronavirus, or be told that they are the contact of someone who has tested positive through the NHS Test and Trace system

[NHS Test and Trace: How it works](#)

[NHS advice: What to do if you've been in contact with someone who has coronavirus](#)

It is also possible that if one person with the infection comes to the setting, others at the setting catch it too and there is an 'outbreak' (two or more people with coronavirus infection) linked to the setting. **If you take action to prevent the spread of infection, this will greatly reduce the risk that there will be an outbreak**

Public Health from Luton Borough Council and from Public Health England will be there to help you if this happens, and risk assess what needs to be done, but it's important to start thinking about what you might need to do and how you would manage it. (Look at the flowchart at the back of this pack for a step-by-guide to the process)

If someone who has tested positive has come to the setting, other people at the setting may be 'contacts' of that person and told to self-isolate for 10 days. **To prevent the spread of infection, it will be really important to understand who in the setting would count as a contact.**

The NHS Test and Trace the current guidance is that:

- If someone develops symptoms they should isolate for 10 days and order a test. If they test positive they must continue to isolate, and will be contacted by the NHS Test and Trace service to ask them to identify their contacts who will also need to isolate in case they have become infected
- Contacts must isolate for 10 days from the onset of the case's symptoms, or 10 days from the day the positive test was taken if the case did not have symptoms
- A 'contact' is someone who was close to the case in the 48 hours before the case started having symptoms (or 48 hours before their test) and the 10 days afterwards
- **'Close contact' means:**
  - People the case lives with (household contact), have spent a lot of hours with in a house or sexual partner
  - Anyone they coughed on (for any length of time)
  - Anyone they spoke to face to face at less than 1m (for any length of time)
  - Anyone they stood less than 1m away from for more than 1 minute
  - Anyone they stood less than 2m away from for more than 15 minutes (in one go or added up throughout the day\_
  - Anyone they were in a car or other small vehicle with (even for a short journey)

The **infectious period** for a case is from 48 hours before until 10 days after the symptom onset (or the date of test when someone has no symptoms) so this is the period for which contact tracing needs to occur in the workplace.

How will you know who someone had contact with in your setting?

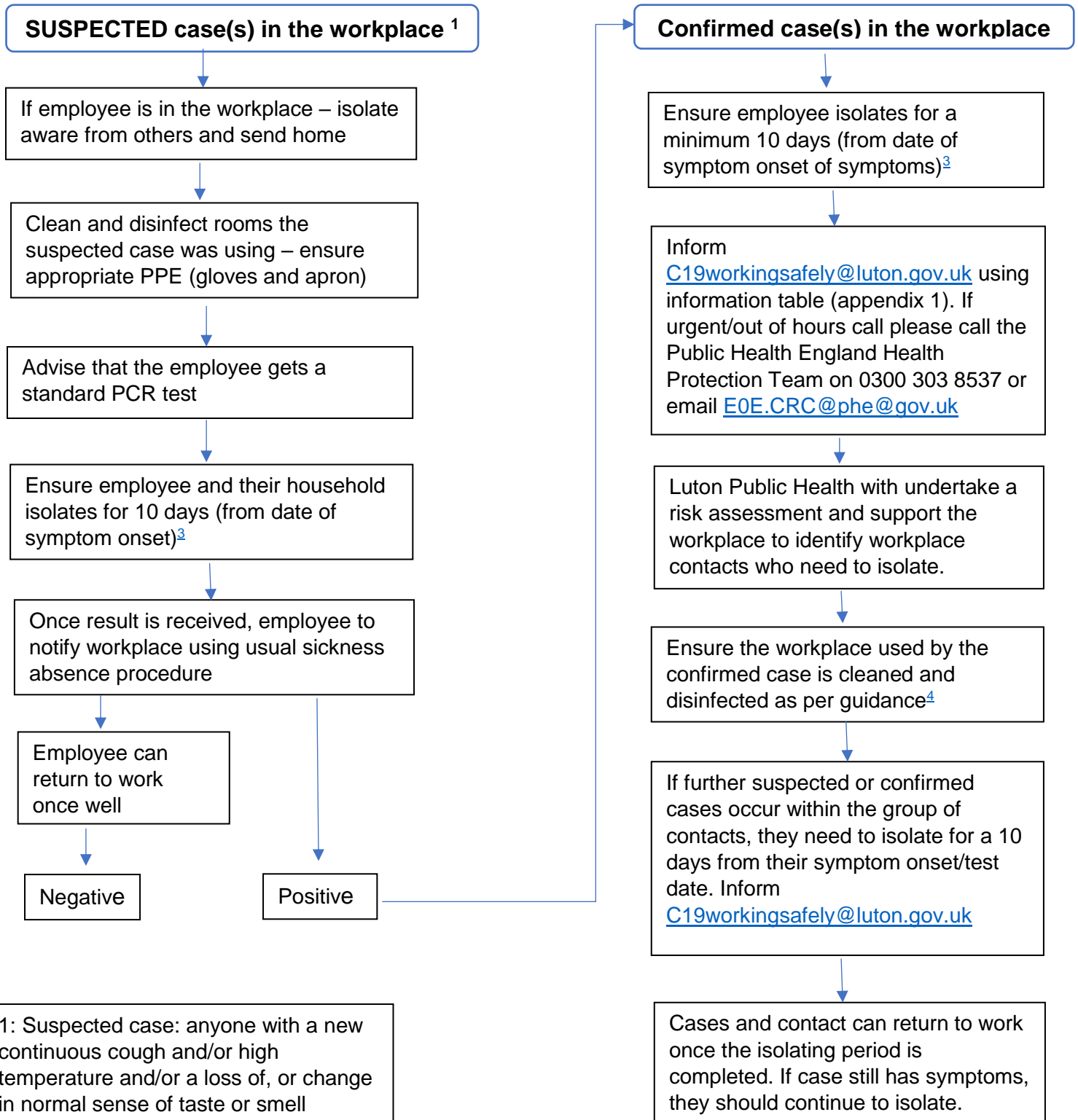
- Are there assigned desks, offices or work place environments that would help you understand who was near who?
- Is there any other way to know who someone had contact with?
- Are staff going to know who they had contact with? Will they need to refer contact tracers to you for people's names or do they know who they work with? Do they need name badges?
- Do you need to remind people using your setting to bear in mind who they've had contact with?

Some workplaces must maintain records of staff, visitors and customers who attend, including:

- hospitality, including pubs, bars, restaurants and cafés
  - tourism and leisure, including hotels, museums, cinemas, zoos and theme parks
  - close contact services, including hairdressers, barbershops and tailors
  - facilities provided by local authorities, including town halls and civic centres for events, community centres, libraries and children's centres
  - places of worship, including use for events and other community activities
  - Read [the government guidance on how to maintain records of staff, visitors and customers here](#)
- 
- Anyone the person who tested positive was in contact with in the workplace 48 hours prior to symptom onset/ test date and 10 days after, will have to isolate for 10 days. How could this affect your workplace or service?
  - Are there ways you can manage who people have contact with (e.g. cohorting, rigorous distancing) that will mean that not too many people have to be isolating at once?
  - What is the plan if lots of people have to isolate?
  - How can you avoid ever being in a situation where lots of key team members have to isolate at the same time?



To notify a case(s), please email [C19workingsafely@luton.gov.uk](mailto:C19workingsafely@luton.gov.uk) (appendix 1)  
 If the matter is urgent or out of hours please call the Public Health England Health Protection Team on 0300 303 8537 or email [E0E.CRC@phe.gov.uk](mailto:E0E.CRC@phe.gov.uk) and cc in [C19workingsafely@luton.gov.uk](mailto:C19workingsafely@luton.gov.uk)  
 If you have any general questions or concerns, please contact [C19workingsafely@luton.gov.uk](mailto:C19workingsafely@luton.gov.uk)



1: Suspected case: anyone with a new continuous cough and/or high temperature and/or a loss of, or change in normal sense of taste or smell

## Who should I contact?

- I have questions about how to make my workplace COVID-19 secure
  - Email [C19workingsafely@luton.gov.uk](mailto:C19workingsafely@luton.gov.uk)
- I have questions about how contact tracing works, but there isn't anyone in my workplace or setting who has symptoms or who has tested positive, I just want to know for the future
  - Email [C19workingsafely@luton.gov.uk](mailto:C19workingsafely@luton.gov.uk)
- Public Health England or the NHS Test and Trace system have told me there was a positive COVID-19 case in the workplace or setting, and has asked me to start contact tracing and I need help to do this
  - Email [C19workingsafely@luton.gov.uk](mailto:C19workingsafely@luton.gov.uk)
- Someone who works at or visits the workplace or setting has tested positive – I don't know if Public Health England or NHS Test and Trace know about this yet, because it was NOT PHE or NHS Test and Trace who told me about the case (e.g. the case told me themselves)
  - Email [C19workingsafely@luton.gov.uk](mailto:C19workingsafely@luton.gov.uk)
  - Call Public Health England on 0300 303 8537 or email [eoecrc@phe.gov.uk](mailto:eoecrc@phe.gov.uk) if urgent or out of working hours (please copy in/cc [C19workingsafely@luton.gov.uk](mailto:C19workingsafely@luton.gov.uk))
- I'm worried there's an outbreak in my workplace or setting, even if I don't know test results but just think a lot of people have got poorly/been coughing/been off sick with fevers, coughs or loss of smell or taste
  - Email [C19workingsafely@luton.gov.uk](mailto:C19workingsafely@luton.gov.uk)
  - Call Public Health England on 0300 303 8537 or email [eoecrc@phe.gov.uk](mailto:eoecrc@phe.gov.uk) if urgent or out of working hours (please copy in/cc [C19workingsafely@luton.gov.uk](mailto:C19workingsafely@luton.gov.uk))
- I want medical advice because I or someone else is unwell with possible COVID-19
  - Use the NHS 111 online advice service: <https://111.nhs.uk/covid-19> or call NHS 111
  - To get a test use the NHS website (<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus/>) or call NHS 119

FOR HELP, LOOK AT THE [HSE GUIDE TO COVID-19 RISK ASSESSMENT](#)

Item	Your thoughts	Key actions you need to take
<b>Risk assessment</b>		
Have you carried out a risk assessment? If you employ more than 5 employees, your risk assessment must be recorded		
Have you brought the findings of your risk assessment to the attention of your employees? If you employ over 50 people, you should display your risk assessment on your company website		
Are there people coming to your space who need their own risk assessment? Will there be people who are more vulnerable?		
Have you taken into account concerns from particular communities (e.g. BAME, those with underlying conditions)?		
<b>Hygiene &amp; distancing</b>		
Do you have somewhere for people to wash or sanitize their hands as soon as they arrive? Is there a door or door handle they have to touch on the way to this, and can this be avoided, or regularly cleaned?		
Will people regularly be able to wash their hands during the day, e.g. after coughing?		
How will you remind people to wash their hands?		
How will 2 metre social distancing be maintained in your space?		

**FOR HELP, LOOK AT THE [HSE GUIDE TO COVID-19 RISK ASSESSMENT](#)**

<p>If people who come to the setting are worried that social distancing and hygiene isn't possible, how are they going to tell you about their worries so this can be addressed? How will they feel safe to raise concerns?</p>		
<p>How is the setting going to be cleaned? Who will do this? Do they need extra training? Do you need to purchase additional cleaning products?</p>		
<p>What are the points that are touched most often in your setting? How can this be avoided or how can they be kept clean?</p>		
<p>Can you ventilate the space by opening windows?</p>		
<p><b>People with symptoms stay away</b></p>		
<p>How will you remind people not to come in if they have symptoms?</p>		
<p>How will you support people to be able to stay away if they have symptoms, if they may worry about needing to work or accessing your services?</p>		
<p>How do you want people to inform you that they have symptoms and are staying at home?</p>		
<p>What will you do if someone becomes symptomatic when they are at work? How will you let other people using the space know what to do?</p>		
<p><b>PPE</b></p>		

FOR HELP, LOOK AT THE <a href="#">HSE GUIDE TO COVID-19 RISK ASSESSMENT</a>		
How will you make sure that everyone who needs PPE for their job will get access to it?		
Do you need a policy on the use of masks or face coverings and is this something you need to discuss with those who come to the setting?		
How will you remind people to use PPE safely and dispose of it safely without contaminating the shared space?		
<b>Cohorting and restricting contacts</b>		
Can you reduce the number of different people each person is in contact with? For example having different set groups on different days?		
<b>Preparing for contact tracing</b>		
Are people who test positive who have come to the setting going to know who they had contact with? Will they need to refer contact tracers to you for people's names or do they know who they work with?		
Are you required by government rules to <a href="#">maintain records of staff, visitors and customers</a> ?		
How could this affect your workplace or service? Are there ways you can manage who people have contact with (e.g. cohorting, rigorous distancing) that will mean that not too many people have to be isolating at once?		
What is the plan if lots of people have to isolate?		

FOR HELP, LOOK AT THE <a href="#">HSE GUIDE TO COVID-19 RISK ASSESSMENT</a>		
How will you communicate to those using the setting if someone has been there who tested positive?		

## Appendix 1

When notifying [C19workingsafely@luton.gov.uk](mailto:C19workingsafely@luton.gov.uk) of a positive case(s) in the workplace, please complete the table below providing as much information as possible so a risk assessment can be made.

Please also include information of other actions that have been taken in the workplace.

Number of employees in workforce	
Case initials (to identify)	
Department/team	
Date of symptom onset (or that they were asymptomatic)	
Date of test	
Rapid (LFT) or Standard (PCR) test?	
When they were last at work	
In work during infectious period (48 hours prior to symptom onset/test date – 10 days after)?	
If they are a close contact of any other known positive cases in workplace? If yes, please provide details	
Is there a positive case in the cases household?	
Number of people identified in the workplace as close contacts for self-isolation	