

Outline of today's session - 23rd September 2020

- **Welcome**
- **Background and Context**
- **COVID-19 and introduction to Keep Kingston safe**
- **Outbreak plans**
- **What is the Test and Trace service**
 - **Part 1: For someone with symptoms of coronavirus**
 - **Step by step guide to ringing the 119 number for tests**
 - **Part 2: If you are contacted by the NHS Test and Trace service because you have been in close contact with someone who has tested positive**
 - **Support available when isolating**
- **Q&A**

Why is Test and Trace very important now?

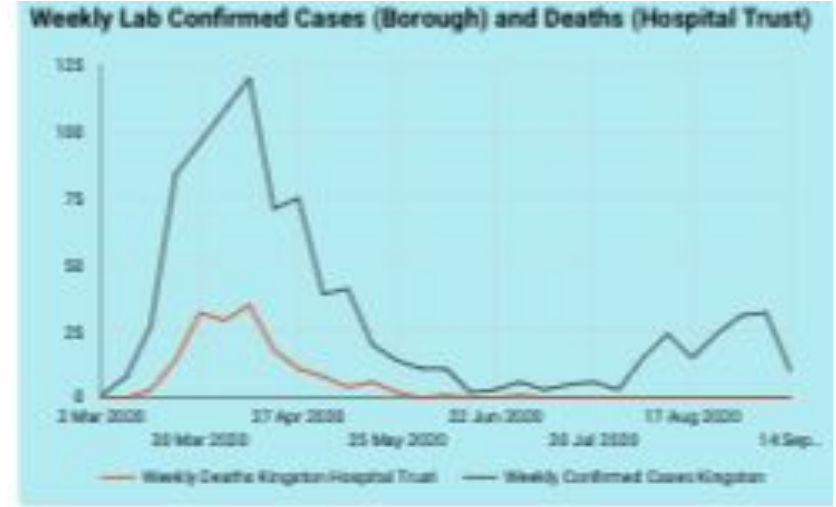
- Lockdown reduced the numbers of people with COVID-19 to much lower levels because the disease could not spread easily
- However, cases have started to rise again
- People must follow guidance: **HANDS, FACE, SPACE**
- We must also find the disease **and people who have been in contact with the disease and they need to self isolate**
- If we don't follow HANDS, FACE, SPACE and we don't find disease and it spreads again, we might have to have **another lockdown**

If people follow guidance on HANDS, FACE, SPACE and we find all cases and their contacts and they self isolate, **we can stop the disease spreading**



Keeping Kingston Safe: 4 key areas

- **supporting the national search for existing cases** - we need to ask ALL of our residents with symptoms to get tested - and make it easy for them to know how and where they can get tested
- **Supporting cases and contacts that need to self isolate** - we must help our residents doing their civic duty by making sure that they are not penalised when they self-isolate
- **Preparing 'outbreak management plans'** - to develop and have agreed plans in place with partners
- **Supporting the implementation of outbreak management plans** if outbreaks (local cases in situations such as schools or care homes, particular locations or similar) occur - having an agreed way to quickly commit people/ resource/ other to help shut down any local outbreaks



Kingston's Local Outbreak Plan

- The Council has developed a Local Outbreak Control Plan for the borough that sets out what must happen in the event of a suspected or confirmed case of COVID-19 in Kingston.
- The plan contains information about the procedures and guidance that should be followed in the event of an outbreak, including how and when to report an outbreak to Public Health England and the local Council



Kingston's Local Outbreak Plan

- There are specific and detailed plans for a range of settings, including Community Workplaces, Schools and Childcare settings, Care Settings, Community Clusters, Universities and Colleges.
- Within the plan, there is also information about how local people will work together with national partners including the NHS Test and Trace programme to prevent onward spread of the virus.
- Go to www.kingston.gov.uk/localoutbreakplan for link to the plan.



COVID-19 (Coronavirus) - a dangerous disease that we have to stop spreading

Easy to spread - mainly through air (mainly droplets) and through surfaces where droplets have landed

Dangerous disease - for every 20 people, 4 need to go to hospital and around 1 needs intensive care

Infectious before symptoms show

Some people have disease but don't show symptoms

We can stop the spread: social distancing and washing hands

AND

testing and tracing and isolating



Data sources: find out the latest data for Kingston

The council has a special data site for Kingston data:

<https://data.kingston.gov.uk/home/coronavirus-dashboard/>

[Keep Kingston Safe: Kingston's Local Outbreak Control Plan | Keep Kingston Safe:](#)
[Kingston's Local Outbreak Control Plan | The Royal Borough of Kingston upon Thames](#)

What is the Test and Trace service?

- Ensures that anyone who **develops symptoms of coronavirus (COVID-19) can quickly be tested (free)** to find out if they have the virus
- **Helps find ‘contacts’ of people who have been infected** (‘Contact’ means a person who has been in close contact with someone who has tested positive for coronavirus and who may or may not live with them)

The NHS Test and Trace service will help us

- to **control and reduce** the spread of the infection and save lives.
- to **trace** the spread of the virus and isolate new infections and play a vital role in **giving us early warning if the virus is increasing again, locally or nationally.**
- to return life more to normal, in a way that is safe and protects our NHS and social care.



What are the main symptoms of COVID-19 Part 1

Get a test if you have any of these symptoms

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **a loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least 1 of these symptoms.

How Test and Trace works: cases and contacts

Part 1: 'cases'

For someone with symptoms of coronavirus:

- *a high temperature*
- *a new, continuous cough,*
- *a loss or change to your sense of smell or taste*

Part 2: 'contacts'

If you are contacted by the NHS Test and Trace service because you have been in close contact with someone who has tested positive for coronavirus

How Test and Trace works

Part 1

for someone with symptoms of coronavirus

1. **isolate:** as soon as you **experience coronavirus symptoms**, medical advice is clear: you must self-isolate for at least **10 days**. Anyone else in your household must self-isolate for **14 days** from when you started having symptoms
2. **test:** [get a free NHS test immediately to check if you have coronavirus](#) or call 119 if you have no internet access
3. **results:** if your test is positive, you must complete the remainder of your **10-day self-isolation**. Anyone in your household must also complete **self-isolation for 14 days** from when you started having symptoms.
4. **share contacts: if you test positive for coronavirus, the NHS Test and Trace service will**
 - a. send you a **text or email alert or call** you with instructions of how to share details of people with whom you have had close, recent contact and places you have visited.
 - b. It is important that you **respond as soon as possible** so that appropriate advice can be given to those who need it.
 - c. **You will be told to do this online via a secure website or you will be called by one of our contract tracers.**

**All about testing: if someone has symptoms -
book a test as soon as possible**

Part 1

Tests are free for anyone

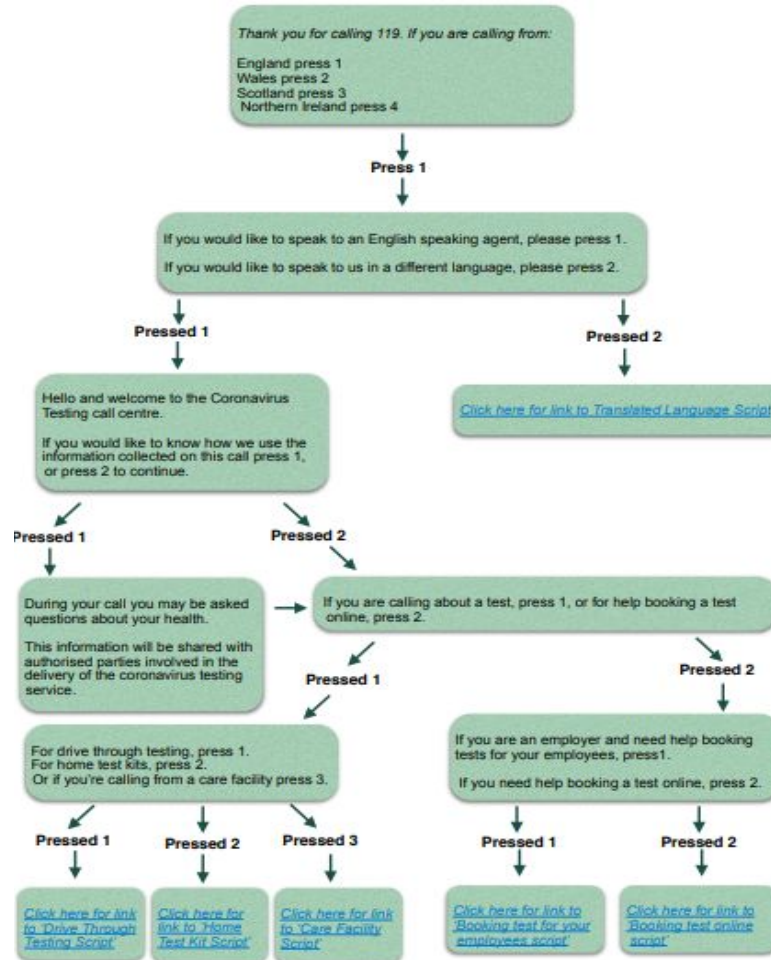
How to book a test:

- Online: <https://www.nhs.uk/ask-for-a-coronavirus-test>
- By phone: 119

Where do you have a test?

- At home (home testing kit)
- By driving to a test centre (you must book before)

Calling 119



Link to PDF:

<https://drive.google.com/file/d/180pSU8hNEUSUSB6svFCr-SA7YDxRiN4o/view>

Booking Test Online Guidance

Questions asked when [booking online test](#):

1. Name
2. Mobile number
3. Email address
4. Reason for being tested
 - a. List of options
5. Current coronavirus symptoms
6. Date when symptoms started
7. Postcode
8. Access to a car

!Only continue if you have coronavirus symptoms or have been asked to get tested. Ordering unnecessary tests is wasting NHS resources.

Check your answers

Name	Taseen Khanam	Change
Mobile number	+447732802171	Change
Email address	taseen.khanam@kingston.gov.uk	Change
Reason for being tested	I have coronavirus symptoms (I'm not an essential worker)	Change
Current coronavirus symptoms	Yes	Change
Date when symptoms started	10 September 2020	Change
Postcode	KT1 1EU	Change
Access to a car	Yes	Change

! Only continue if you have coronavirus symptoms or have been asked to get tested. Ordering unnecessary tests is wasting NHS resources.

Save and continue

Quick Shortcuts to Options

Ringling 119 number

Shortcuts - to go directly to your chosen option

<p>For Language support</p> <p>Press 1 for England Press 2 for language support</p> <p>Script 2</p>	<p>Home Test Kits</p> <p>Press 1 for England Press 1 English Press 2 Continue Press 1 Press 2 Home Test Kits</p> <p>Script 4</p>	<p>Booking a test for employees</p> <p>Press 1 for England Press 1 English Press 2 Continue Press 2 Press 1 for employers to book test for employees</p> <p>Script 6</p>
<p>Drive through Testing</p> <p>Press 1 for England Press 1 English Press 2 Continue Press 1 Press 1 Drive through option</p> <p>Script 3</p>	<p>Calling from a Care Facility</p> <p>Press 1 for England Press 1 English Press 2 Continue Press 1 Press 3 Care facility option</p> <p>Script 5</p>	<p>Calling about getting help to book a test online</p> <p>Press 1 for England Press 1 English Press 2 Continue Press 2 Helping booking a test online Press 2</p> <p>Script 7</p>

Results

Part 1

Negative Result

If you get a **negative test** result, this means you are at low risk of having coronavirus.

- Other members of your household can stop self-isolating. If you feel well and ***no longer have symptoms similar to coronavirus***, you can stop self-isolating.
- You could still have **another virus**, such as a cold or flu – in which case it is still best to **avoid contact with other people** until you are better.

If you test positive

- If you get a positive test result, this means that when you took the test, you had coronavirus.
- You – and other members of your household – must continue to self-isolate.

Telling people about your test (result)

Part 1

- **If you develop symptoms, you may wish to alert the people with whom you have had close contact over the last 48 hours.** You should tell them that you might have coronavirus but are waiting for a test result.
- **At this stage (until the test result is known), those people do not need to self-isolate,** but they should take extra care in practising [social distancing](#) and good hygiene, like washing their hands regularly. They should also watch out for their own [symptoms](#).
- You may want to write down your recent close contacts now so that you have them to hand if you test positive.

- **If you get a positive test**
 - You will be contacted and **asked to share information** about any close contacts you had just before or after you developed symptoms. **This is vital to stop the spread of the virus.**
 - Contact you by **text message, email or phone. Text messages will come from NHStracing. Calls will come from 0300 0135000.**
 - If you are under 18 years old, they will contact you by phone wherever possible and ask for your parent or guardian's permission to continue the call.
- You will be sent a [link to the NHS Test and Trace website](#) and asked to create a confidential account where you can record details about your recent close contacts.
 - If **you do not have internet access** or if you don't complete the online process, a contact tracers will phone you to gather this information from you.
- The information given will be handled in strict confidence and will only be kept and used in line with **data protection laws.**
 - help to contact people who are at risk of having been exposed to coronavirus and explain what they must do to help prevent the further spread of the virus.
- When they contact people to advise them to self-isolate, **they do not tell them your identity.**
- But if you have alerted them when you first develop symptoms or when you get your test result, they will be better prepared for the advice given to them.

Contract tracers will ask you

Part 1

- if you have family members or **other household members** living with you.
 - In line with the medical advice they **must remain in self-isolation for the rest of the 14-day period from when your symptoms began**
- if you have had any **close contact with anyone other than members of your household.**
 - interested in in the **48 hours before you developed symptoms and the time since you developed symptoms.**
- **Close contact means:**
 - **having face-to-face contact with someone (less than 1 metre away)**
 - **spending more than 15 minutes within 2 metres of someone**
 - **travelling in a car or other small vehicle with someone (even on a short journey) or close to them on a plane**
- **if you work in – or have recently visited – a setting with other people (for example, a GP surgery, a school or a workplace)**
- Ask you to provide, where possible, **the names and contact details** (for example, email address, telephone number) **for the people you have had close contact with.**
 - As with your own details these will be held in strict confidence and will be kept and used only in line with data protection laws.

Contact tracers will:

Part 1

- call you from **0300 013 5000** (guidance updated on 23/9 also call you from **0300 123 7790**).
- send you text messages from 'NHStracing'
- ask you to sign into the [NHS Test and Trace contact-tracing website](#)
- ask for your full name and date of birth to confirm your identity, and postcode to offer support while self-isolating
- ask about the coronavirus symptoms you have been experiencing
- ask you to provide the name, telephone number and/or email address of anyone you have had close contact with in the 2 days prior to your symptoms starting
- ask if anyone you have been in contact with is under 18 or lives outside of England

Contact tracers will never:

Part 1

- ask you to dial a premium rate number to speak to us (for example, those starting 09 or 087)
- ask you to make any form of payment or purchase a product or any kind
- ask for any details about your bank account
- ask for your social media identities or login details, or those of your contacts
- ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- disclose any of your personal or medical information to your contacts
- provide medical advice on the treatment of any potential coronavirus symptoms
- ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS

How your information will be used

- All information you provide to the NHS Test and Trace service is confidential.
- No one who is contacted will be told your identity.
- Anyone you've been in close contact with will be told to stay at home (self-isolate) for 14 days. This is because it can take up to 14 days for coronavirus symptoms to appear.

Part 2:

if you are contacted by the NHS Test and Trace service because you have been in close contact with someone who has tested positive for coronavirus

1. alert:

- a. you will be alerted by the NHS Test and Trace service if you have been in close contact with someone who has tested positive for coronavirus.
- b. The alert will usually come by **text, email or phone call**.
- c. You should then log on to the **NHS Test and Trace website**, which is normally the easiest way for you and the service to communicate with each other
- d. **If no internet**; a trained call handler will talk you through what you must do.
- e. Under-18s will get a phone call and a parent or guardian will be asked to give permission for the call to continue

2. Isolate:

- a. you will be told to begin self-isolation for 14 days from your last contact with the person who has tested positive.
- b. **Your household doesn't need to self-isolate with you, if you do not have symptoms**, but they must **take extra care to follow the guidance on social distancing and handwashing** and avoid contact with you at home

3. test if needed:

- a. if you develop symptoms of coronavirus, other members of your household must self-isolate immediately at home for 14 days and you must [get a test to check if you have coronavirus](#) or call 119 if you have no internet access.
- b. **If your test is positive**, you must continue to stay at home for at least 10 days and the service will get in touch to ask about your contacts since they must self-isolate.
- c. **If your test is negative, you must still complete your 14-day self-isolation period because the virus may not be detectable yet - this is crucial to avoid unknowingly spreading the virus.**

Symptoms:

Part 2

- If you do not have symptoms, you **must not seek a test**, as the scientific evidence shows that the test may not be able to detect whether you have the virus.
- If you **go on to develop symptoms**, anyone you live with must then **self-isolate** and you must report your symptoms and get tested.

Symptoms:

- a high temperature,
- a new, continuous cough,
- or a loss or change to your sense of smell or taste

Isolation

Part 2

- **You may be feeling well and not have any symptoms, but it is still essential for you to follow the advice that you are given.**
 - This is because, if you have been infected, **you could be infectious to others at any point up to 14 days.**
 - Some people infected with the virus don't show any symptoms at all and it is therefore crucial to self-isolate to avoid unknowingly spreading the virus.
- **Self-isolation means staying at home and not going outside your home at any time.**
 - **If you live with other people, they do not need to self-isolate,** but they should avoid contact with you as far as possible and follow advice on hygiene.
 - If you do not live with other people, you should seek help from others, or delivery services, for essential activities such as food shopping.
 - Self-isolation can be particularly challenging if you are looking after children, or if you care for vulnerable people who cannot stay with friends or family.
- **It is crucial that you complete your 14-day self-isolation period** if you've been identified as a contact, **even if you get a negative test result.**
 - This is because you may have the virus, but it cannot yet be detected by a test, so you could unknowingly spread the virus if you leave the house.
 - Other members of your household, however, do not need to remain in self-isolation.

National Contact tracers will:

- call you from 0300 013 5000 **(guidance updated on 23/9 also call you from 0300 123 7790).**
- send you text messages from 'NHS'
- ask for your full name and date of birth to **confirm your identity**, and postcode to offer support while self-isolating
- ask if you are experiencing any coronavirus symptoms
- provide advice on what you must do as you have been in contact with someone who has tested positive for coronavirus

Contact tracers will never:

- ask you to dial a premium rate number to speak to us (for example, those starting 09 or 087)
- ask you to make any form of payment or purchase a product of any kind
- ask for any details about your bank account
- ask for your social media identities or login details, or those of your contacts
- ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- disclose any of your personal or medical information to your contacts
- provide medical advice on the treatment of any potential coronavirus symptoms
- ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS

Next steps to help Keep Kingston Safe: Local Contact Tracing to support NHS Test and Trace

- Creation of RBK Local Contact Tracing Team Team to support NHS Test and Trace - to help contact people in Kingston
- Working in partnership with the national NHS Test and Trace team
- Anticipate going live by the end of October 2020
- Initial focus on those tested positive not responding to calls
- Currently recruiting team of Local Contact Tracers officers
- Interviews planned in coming weeks
 - Worked in partnership with KVA in promoting this role
 - High level of applications

New legal requirements for NHS Test and Trace

- There are new legal requirements for a range of venues - including hospitality businesses, close contact services, community venues and places of worship -to collect customer, staff and visitor details for NHS Test and Trace and store for 21 days.
- These came into force on 18 September and will apply to some voluntary sector organisations.
- From 24 September, these venues will also be **required by law to create, download and display a QR code poster for that can be scanned by customers, staff and visitors who have downloaded the new NHS Test and Trace app**
- If you have a venue that is visited by members of the public and has a space where people congregate, then **we also encourage you to create a QR code poster for the entrance to that venue.**
- You can download [here](#)
- For support: Telephone: 0800 540 4900 (Monday to Friday, 9am to 6pm)

[There are some FAQs on the new requirements on the NHS website here.](#)



Kingston Stronger Together

A partnership between Kingston Council, Volunteering Kingston
and Kingston Voluntary Action



- Most people that are unable to leave their home because of COVID-19 can manage this through their own resilience and with the support of family, friends and trusted neighbours.
- For those who need additional support the Kingston Stronger Together Support Hub offers:
 - Information on COVID-19 and staying healthy
 - Help to get essential supplies delivered
 - Emotional and social support
 - Referral onto formal health and care services
- To access the Hub services people can complete the form at https://www.kingston.gov.uk/COVID-19_NeedHelp.
 - You can complete the form for yourself or someone you are caring for.
 - If you do not have online access you can phone 020 8547 5000.
 - Most requests for help are managed from Monday to Friday, but we do respond to urgent requests over the weekend when necessary.

We need your help to Keep Kingston Safe

We need you to help us to:

Tell people about:

- the symptoms to look out for AND
- That people with symptoms **MUST** self isolate AND
- How to get a test
- And to let people know that support is there for them if they need to self isolate
- Help with the tracing service



Keep Kingston Safe

Communications and engagement

- We have a range of tools to support you to communicate and engage with your communities
 - Audio recordings by local doctors in English and a range of community languages
 - FAQs about the NHS test and trace system in English and community languages
 - Digital posters and social media graphics
 - Printed posters

[Resources at KVA website](#)

Examples of messaging



**KEEP
KINGSTON
SAFE**



NHS

Test and Trace



**WEAR A FACE COVERING
IN SHOPS AND ON PUBLIC TRANSPORT**

Protect your friends and family



CORONAVIRUS **STAY ALERT TO** **THE SYMPTOMS**

**HIGH TEMPERATURE
OR NEW CONTINUOUS COUGH
OR LOSS OF TASTE OR SMELL?**

No one in your household should leave home
if any one person has symptoms.

Find out how to get a test, and how long to
isolate, at nhs.uk/coronavirus

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES



**KEEP
KINGSTON
SAFE**



Test and Trace

COVID SYMPTOMS? GET TESTED NOW.

nhs/coronavirus OR CALL 119

**Protect your
friends and family**

5 THINGS TO KEEP KINGSTON SAFE

1. WASH YOUR **HANDS**
2. WEAR A **FACE COVERING**
3. KEEP A SAFE **DISTANCE**
4. USE A TISSUE IF YOU **COUGH OR SNEEZE**
5. BOOK A FREE TEST **IF YOU FEEL ANY SYMPTOMS**



**KEEP
KINGSTON
SAFE**

To book free a test call 119 or head to
nhs.uk/coronavirus
Protect your friends and family

NHS

Test and Trace

COVID Symptoms animation

If you develop COVID-19
symptoms



**KEEP
KINGSTON
SAFE**



links

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

[Stay at home: what to do if you or someone you share your home with has coronavirus symptoms](#)

[COVID-19: guidance for households with possible coronavirus infection'](#)
[Kingston Voluntary Action resources](#)



Questions?



Community Development Team/RBK: role

- **Support with any challenges and concerns - for example**
 - identify further support needs for your users who face a range of communication issues
 - any individuals without phone/digital access who cannot arrange tests and participate in contact tracing
- **Any requests for themed events/further information sessions for volunteers, for example (in partnership with KVA)**
- **Developing a bank of resources to share via KVA and our website**
- **Point of contact for further support/information**
 - Nighat Taimuri - Community Development & Integration Lead
 - Taseen Khanam - Funding & Projects Officer
 - Email: communitydevelopment@kingston.gov.uk

Thank you for your time!