

Coronavirus Co-vid 19 Testing

(Document correct as at 17th April 2020)

Scope:

This document collates work that Norfolk County Council has done on Co-vid 19 testing. This document is stored on the PPMA Coronavirus Resource Hub – [PPMA Community Page](#).

Content

This document contains

1. A process map which sets out testing priorities and eligibility criteria
2. Staff communications
3. Manager guidance
4. The relevant intranet page for the testing process.

Norfolk Case Study

1. Process Map:

Testing priorities for NCC employees/ household members who are self-isolating

Test availability

- It is anticipated that testing capacity will increase across Norfolk and it is operational 7 days per week.
- Testing is available in Norwich. Further sites may become available soon.
- Testing should be in the **first three days** of the onset of COVID-19 symptoms. This makes the **speed of staff reporting** and any **selection process** for testing crucial.
- **There is an online booking system in place for employees. This is for Norfolk health and social care organisations, not just NCC.**

NB Government guidelines on testing and local arrangements are being updated on an ongoing basis so this process and advice may change.

Prioritisation Process

Adults/Children's/Fire identify critical roles/services for priority testing



These have been agreed by Leadership Teams and should be revisited as demands change across services

**Current Children's priorities in order: Jane Locke
main contact**

Social Workers and APs working with families face-to-face (Dan Newbolt)
Residential Homes and Semi-independent living care workers (Andy Pollock)
Foster carers required to take a new placement - not employees but we can include (Laura Gavrilla)
Teachers in 14 x NCC Special Schools -can count as social care due to nature of teaching role (Michael Bateman)

**Current Adults priorities in order: Chris Johnstone
main contact**

Social Workers and APs working with families face-to-face
Norfolk First Response Support Workers (Janice Dane)
Personal assistants – not employees (Carol Rake)

**Current Fire and Rescue priorities in order:
Simon Mason main contact**

Control Staff (Helen Abbs)
Frontline firefighters (Paul Seaman)
Critical Support Staff (Lorraine Waters)

The above priorities will be sent to the test provider so they can monitor NCC bookings

To meet the testing criteria, individuals must either be:

- A member of social care/fire staff with a frontline role, with COVID-19 symptoms

OR, if the staff member does not have symptoms but is self isolating because others in their household do

- All individuals (adult or child age 5 or over) with COVID-19 symptoms living in the same household as a member of social care staff

In addition, they should be in the first three days of the onset of COVID-19 symptoms when the the swab is taken.

To meet the NCC criteria, the staff member:

- Must be well enough to work
- Must have no underlying health-conditions
- Must have no caring responsibilities that stop frontline work
- Must not be shielding.
- Must agree that the test provider shares test details with NCC
- And/or household member to be tested, must have own transport (not bus/taxi)

Booking a Test

- If the staff member is symptomatic, he/she is tested only
- If the staff member has no symptoms, all household members with symptoms must be tested. The staff member is not.
- Staff check they meet the testing criteria and:
 - Those with access to myNet book using the online booking system and let their manager know they have booked
 - Those in Norfolk First Response will access myNet via Smartphone
 - Those in Schools access via TBC
 - Foster carers access TBC

Results

- Results are returned to individual(s) tested, or parent if under 18
- If a member of staff tests negative, then they can return to work if they are well enough to do so and should discuss this with their manager. Update My HR status if appropriate.
- If an individual living in the same household as a member of social care staff tests negative then the staff worker can return to work without themselves being tested, as long as they remain symptom free. The whole household can come out of self-isolation.

Data gathering via My HR

The My HR system has a facility to record when staff members are “self-isolating – can’t work from home” and their “expected date of return”.

HR Direct will monitor people newly identifying as self isolating or, symptomatic and well, on My HR and if possible match these against test booking data.

For Foster Carers and SEN staff this will not be possible as these individuals do not have access to My HR.

2. Employee Communications:

(staff comms)

Testing for COVID-19

We are working with partners across the health and social care sector and Fire and Rescue Service to put in place COVID-19 testing for employees in priority frontline roles who are self-isolating. This is particularly helpful if someone in a household has just developed a COVID-19 symptom, such as a cough. A negative test result will enable these employees to return to their important work supporting vulnerable people in the community. The priority roles/areas will be subject change, as staffing levels and demand fluctuates. The current list is:

Children's Services

- Workers and Practitioners in critical services required to work face to face with young people, families and other service users (**Childrens Services management will communicate directly to inform those employees in scope.**)

We are also looking to make arrangements for Foster carers, needed to take new placements and special school employees required to undertake face to face work

Adult Social Services

- Social Workers and Assistant Practitioners working with families face-to-face
- Norfolk First Response Support Workers
- Personal assistants, employed by people in receipt of direct payments

Fire and Rescue

- Control Staff
- Frontline firefighters
- Critical Support Staff
- (Please note: Fire and Rescue Service have their own process separate to the above)

Testing should be in the **first three days of the onset of COVID-19 symptoms**. So it is critical that if you are in one of the groups listed and either you, or a member of your household, has COVID-19 symptoms you book a test quickly. For more information click [xxx](#).

Capacity Tracking

It is important we know who is available to work and which staff members are having to self-isolate. To ensure we have a full picture please can you update your working status in the My HR and Payroll app. This includes if you are "fit and well to work". If you are unable to access the system, your manager can do this on your behalf. We will use data from the capacity tracker to check we are targeting our COVID-19 testing where it is most needed.

3. Manager Briefing (Managers only)

COVID-19 TESTING

Testing capacity for social care staff and fire fighters is increasing in Norfolk. This is particularly helpful if someone in a household has just developed a COVID-19 symptom, such as a cough.

Leadership teams have identified priority groups for testing and will review these as capacity issues change. The current groups are:

Children's Services

- Workers and Practitioners in critical services required to work face to face with young people, families and other service users (**Childrens Services management will communicate directly to inform those employees in scope.**)

We are also looking to make arrangements for Foster carers, needed to take new placements and special school employees required to undertake face to face work

Adult Social Services

- Social Workers and APs working with families face-to-face
- Norfolk First Response Support Workers
- Personal assistants, employed by people in receipt of direct payments

Fire and Rescue

- Control Staff
- Frontline firefighters
- Critical Support Staff
- (Please note: The Fire and Rescue Service have a slightly different process to follow)

Testing should be in the first three days of the onset of COVID-19 symptoms; it is critical that staff report quickly that they are self-isolating or are COVID-19 symptomatic. For priority staff we will test if either:

- they have COVID-19 symptoms but are well enough to work – we test them only
- or if they are self-isolating because others in their household have COVID-19 symptoms, all individuals (adult or child age 5 or over) with symptoms living in the same household will be tested

Also the staff member must:

- have no serious underlying health-conditions
- have no caring responsibilities that stop frontline work
- not be shielding
- agree that the testing service provider shares test details with NCC
- be able to travel to a testing centre (currently Norwich) using their own transport

Action

If you are a manager in the relevant services, ensure your team members are aware of the COVID-19 testing service and the importance of booking a test online, **as soon as they are aware of symptoms in their household.**

Capacity Tracker

It is important we know who is available to work and which staff members are having to self-isolate.

Action

To ensure we have a full picture please can you and all your team members update their working status in the *My HR and Payroll* app. This includes staff who are fit and well to work.

4. Sample Intranet Page

<https://intranet.norfolk.gov.uk/coronavirus/> this new page **COVID-19 Testing for NCC employees/ household members who are self-isolating**

Health partners are operating a COVID-19 testing service. This is available for employees who are in our priority groups:

Children's Services

- Workers and Practitioners in critical services required to work face to face with young people, families and other service users (**Childrens Services management will communicate directly to inform those employees in scope.**)

We are also looking to make arrangements for Foster carers, needed to take new placements and special school employees required to undertake face to face work

Adult Social Services

- Social Workers and Assistant Practitioners working with families face-to-face
- Norfolk First Response Support Workers
- Personal assistants, employed by people in receipt of direct payments

Fire and Rescue

- Control Staff
- Frontline firefighters
- Critical Support Staff

This testing is particularly helpful if someone in a household has just developed a COVID-19 symptom, such as a cough.

If you are in one of the above groups and are either

- displaying COVID-19 symptoms yourself

OR,

- are self-isolating because others in your household are

The service will test all individuals (adult or child age 5 or over) with COVID-19 symptoms in your household.

In addition, those to be tested should be **in the first three days of the onset of COVID-19 symptoms** at the time the swab is taken.

As testing provision increases booking procedures, requirements and locations may change.

To be tested you:

- Must be well enough to work
- Must have no serious underlying health-conditions
- Must have no caring responsibilities that stop frontline work
- Must not be shielding.
- Must agree that the test provider shares results with NCC
- And/or household member to be tested, must have your own transport (not bus/taxi) to reach a test centre (currently Norwich and Beccles)
- **Must have a piece of paper on your dashboard with the names and Date of Birth of the people to be tested. Also take your staff ID badge in case of queries.**

To make the test meaningful for you, please note that by accessing it, you agree to your/your household's test results being shared with Norfolk County Council.

This information will only be used for the period of the outbreak. When the information is no longer needed for these purposes, it will be securely deleted. If we need to use your information for research or reports, your information will be anonymised. The information will continue to be used in a summarised and anonymised form in any research reports or papers that are published. The anonymised information in the papers may be of historic interest and may be held in public archives indefinitely.

How we keep your information

The information is stored electronically, on the County Council's network including records management systems and in paper files.

To book a test click [here](#)

If there are no booking slots available, please try again later as appointments are being added periodically.

Let your manager know you have booked, and tell them test the results as soon as you have them. Please keep your work status updated on the My HR and Payroll app.
