

## 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, North Yorkshire County Council and other partners.

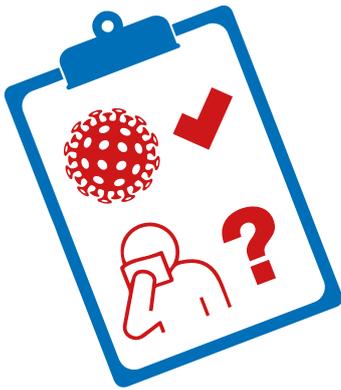
1. Carry out a COVID-19 risk assessment: refer to the [HSE guidance](#) and consult your staff or trade unions.
2. Develop cleaning, handwashing and hygiene procedures: provide hand sanitiser around your setting, and frequently clean and disinfect objects that are touched regularly.
3. Maintain 2m social 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

- 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 a confirmed positive result, 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.**
- 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.**

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, or they are asymptomatic but declare a need to self-isolate, 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.

The person should book a COVID-19 test (with support from staff if needed) as soon as possible. Testing can be accessed via self-administered postal test or by travelling to mobile test units. Further information is available by contacting NHS Track & Trace on **119** or by visiting local information on: [www.northyorks.gov.uk/book-coronavirus-COVID-19-test](http://www.northyorks.gov.uk/book-coronavirus-COVID-19-test)

If a customer presents as symptomatic, or is asymptomatic but declares a need 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. If an individual needs support with isolating they can contact the customer contact centre on 01609 780780.

Further advice for accommodation providers can be found here

[www.gov.uk/guidance/covid-19-advice-for-accommodation-providers](http://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers)

### What to do in the event of a laboratory confirmed case?

Continue to follow 'Practical actions to prevent the spread of COVID-19' to reduce risk (above).

Settings will be notified of a laboratory confirmed case having visited their business either directly from the person who has tested positive or via NHS Test and Trace. In light of a confirmed positive result, the business will be contacted by the NHS Test and Trace team and it's important that provide all requested information in a timely manner. Please see the government action card for your setting for more information.

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

Notification of the positive result should be made to the county council via [dph@northyorks.gov.uk](mailto:dph@northyorks.gov.uk)

## Support and advice

Local information is available at: [www.northyorks.gov.uk/coronavirus-advice-and-information](http://www.northyorks.gov.uk/coronavirus-advice-and-information)

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

[www.northyorks.gov.uk/covid-19-prevention-and-outbreak-support-settings](http://www.northyorks.gov.uk/covid-19-prevention-and-outbreak-support-settings)

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

## Contact Information

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

### District or Borough Councils Environmental Health Teams:

- Harrogate Borough Council [foodandoccupationalssafety@harrogate.gov.uk](mailto:foodandoccupationalssafety@harrogate.gov.uk)
- Scarborough Borough Council [fos@scarborough.gov.uk](mailto:fos@scarborough.gov.uk)
- Ryedale District Council [environment@ryedale.gov.uk](mailto:environment@ryedale.gov.uk)
- Hambleton District Council [ents@hambleton.gov.uk](mailto:ents@hambleton.gov.uk)
- Richmondshire District Council [environmentalhealth@richmondshire.gov.uk](mailto:environmentalhealth@richmondshire.gov.uk)
- Craven District Council [environmentalhealth@cravencd.gov.uk](mailto:environmentalhealth@cravencd.gov.uk)
- Selby District Council [envhealthdept@selby.gov.uk](mailto:envhealthdept@selby.gov.uk)

### North Yorkshire County Council

Customer services and all telephone enquires: **01609 780780**

Suspected cases and further support: [nypublichealth@northyorks.gov.uk](mailto:nypublichealth@northyorks.gov.uk)

One or more confirmed case: [dph@northyorks.gov.uk](mailto:dph@northyorks.gov.uk)

### Public Health England Health Protection Team:

- Public Health England Health Protection Acute Response Centre (ARC)  
**0113 386 0300** or **0114 304 9843** out of hours for more than one confirmed case.



Upon detecting a suspected or laboratory confirmed case of COVID-19 immediately inform the County Council Public Health Team at [nypublichealth@northyorks.gov.uk](mailto:nypublichealth@northyorks.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.

Business owner should notify the County Council Public Health Team at [nypublichealth@northyorks.gov.uk](mailto:nypublichealth@northyorks.gov.uk)

### 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.

Contact the County Council Public Health Team at [dph@northyorks.gov.uk](mailto:dph@northyorks.gov.uk) and district environmental health team.

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

Notification of outbreak to Public Health England Health Protection Acute Response Centre (ARC) on **0113 386 0300**

Contact the County Council Public Health Team at [dph@northyorks.gov.uk](mailto:dph@northyorks.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.

PHE will provide tools to support outbreak communications and infection control advice. Call PHE 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.

Upon detecting a suspected or laboratory confirmed case of COVID-19 immediately inform the County Council Public Health Team at [nypublichealth@northyorks.gov.uk](mailto:nypublichealth@northyorks.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.

Business owner should notify the County Council Public Health Team at [nypublichealth@northyorks.gov.uk](mailto:nypublichealth@northyorks.gov.uk)

### 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.

Contact the County Council Public Health Team at [dph@northyorks.gov.uk](mailto:dph@northyorks.gov.uk) and district environmental health team.

Any staff who 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**.

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

Notification of outbreak to Public Health England Health Protection Acute Response Centre (ARC) on **0113 386 0300**

Contact the County Council Public Health Team at [dph@northyorks.gov.uk](mailto:dph@northyorks.gov.uk)

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 suspected cases were using – ensure appropriate PPE (minimum gloves and apron) are used.

PHE will provide tools to support outbreak communications and infection control advice. Call PHE again if:

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