

NHS Board Meeting
27 May 2020

Lanarkshire NHS Board
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TEST, TRACE, ISOLATE AND SUPPORT - CONTACT TRACING - UPDATE

1. PURPOSE

This paper is coming to the Board for noting.

For approval	<input type="checkbox"/>	For endorsement	<input type="checkbox"/>	To note	<input checked="" type="checkbox"/>
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2. ROUTE TO THE BOARD

The paper has been:

Prepared	<input checked="" type="checkbox"/>	Reviewed	<input type="checkbox"/>	Endorsed	<input type="checkbox"/>
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by the Director of Public Health.

3. SUMMARY OF KEY ISSUES

The attached SBAR provides an up to date report in relation to contact tracing, and as this has been a rapidly established service, further verbal update will be provided at the Board meeting.

4. STRATEGIC CONTEXT

This paper links to the following:

Corporate objectives	<input checked="" type="checkbox"/>	AOP	<input checked="" type="checkbox"/>	Government policy	<input checked="" type="checkbox"/>
Government directive	<input type="checkbox"/>	Statutory requirement	<input type="checkbox"/>	AHF/local policy	<input type="checkbox"/>
Urgent operational issue	<input type="checkbox"/>	Other	<input type="checkbox"/>		

5. CONTRIBUTION TO QUALITY

This paper aligns to the following elements of safety and quality improvement:

Three Quality Ambitions:

Safe	<input checked="" type="checkbox"/>	Effective	<input checked="" type="checkbox"/>	Person Centred	<input checked="" type="checkbox"/>
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Six Quality Outcomes:

Everyone has the best start in life and is able to live longer healthier lives; (Effective)	<input checked="" type="checkbox"/>
People are able to live well at home or in the community; (Person Centred)	<input checked="" type="checkbox"/>
Everyone has a positive experience of healthcare; (Person Centred)	<input checked="" type="checkbox"/>

Staff feel supported and engaged; (Effective)	<input checked="" type="checkbox"/>
Healthcare is safe for every person, every time; (Safe)	<input checked="" type="checkbox"/>
Best use is made of available resources. (Effective)	<input checked="" type="checkbox"/>

6. MEASURES FOR IMPROVEMENT

These will be subject to key performance indicators and future reports will include an update of contacts made and tracing activity.

7. FINANCIAL IMPLICATIONS

The Board was advised by Scottish Government that the initial costs in establishing the first cohort of contact tracers would be supported financially.

8. RISK ASSESSMENT/MANAGEMENT IMPLICATIONS

None.

9. FIT WITH BEST VALUE CRITERIA

This paper aligns to the following best value criteria:

Vision and leadership	<input checked="" type="checkbox"/>	Effective partnerships	<input checked="" type="checkbox"/>	Governance and accountability	<input checked="" type="checkbox"/>
Use of resources	<input checked="" type="checkbox"/>	Performance management	<input checked="" type="checkbox"/>	Equality	<input checked="" type="checkbox"/>
Sustainability Management	<input checked="" type="checkbox"/>				

10. EQUALITY AND DIVERSITY IMPACT ASSESSMENT / FAIRER SCOTLAND DUTY

N/A

11. CONSULTATION AND ENGAGEMENT

The contact tracing service was established rapidly and involved key Directors in relation to setting up the service.

12. ACTIONS FOR THE BOARD

The Board is asked to:

Approve	<input type="checkbox"/>	Endorse	<input type="checkbox"/>	Identify further actions	<input type="checkbox"/>
Note	<input checked="" type="checkbox"/>	Accept the risk identified	<input type="checkbox"/>	Ask for a further report	<input type="checkbox"/>

13. FURTHER INFORMATION

For further information about any aspect of this paper, please contact:

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NHS Lanarkshire Test, Trace, Isolate and Support - contact tracing

Situation

This paper provides an update on the contact tracing element (trace and isolate) of the programme for Test, Trace, Isolate and Support in Lanarkshire and will assist in the discussion around inclusion of an integrated programme of support required for those who isolate. The team will continue to collaborate with North and South Lanarkshire Councils and both Health and Social Care Partnerships to put these support mechanisms in place.

Background

On 5th May, Board Chief Executives Group (BCEs), Directors of Planning Scottish Directors of Public Health agreed some basic recommendations in the planning and resourcing of the contact tracing element of the Test, Trace, Isolate and Support programme. In consequence, a programme board was established within NHS Lanarkshire to oversee the planning and delivery of this programme across contact tracing phase 1 (local) and phase 2 (nationally supported). Four programmes of work are being delivered concurrently and report progress to the programme board which meets twice weekly. These are:

- Digital and IT
- Workforce planning
- Planning, accommodation and procurement
- Staff training and guidance.

Delivery of the local model is dependent on fast moving discussions and decisions being made at a national level. The Programme board await clarity on aspects of the national contact tracing service (phase 2) delivery such as staffing, recruitment, management and timescales. The Scottish Government has appointed an officer to lead the national model and a national group has been convened involving a range of partners.

Update

Overarching approach

The Lanarkshire contact tracing service would go-live on Monday 25 May. Lanarkshire has also signed on to participate in piloting the national training, guidance and digital tools, starting 18 May. We expect to carry out limited contact tracing as part of this pilot work from Wednesday 20 May, focused on contacts of health care workers and care home workers (those in closed settings). Capacity will be increased over the subsequent three weeks and workforce is planned to cover the interim phase (phase 1) to end of July 20. After which the implementation of contact tracing will expand in line national contact tracing progress identified as phase 2 in which it is anticipated that the national service will take over a significant part of the workload, and local contact tracing service will focus on complex and/or large and/or geographical 'hot spots' of transmission including closed settings.

Local contact tracing service is planned to offer a 7 day service over the hours of 9am to 7pm, operating in shift patterns.

Both phases of the model are dependent on decisions taken nationally around the roll out of testing, the capacity of testing locally and nationally and the digital mechanisms for NHS Scotland to quickly access results from UK testing centres.

Digital and IT

Web based digital contact tracing tool to be delivered to Lanarkshire as part of national pilot phase on Monday 18 May. NHSL IT are in communication with Digital Health & Care Institute (DHI) and NSS around deployment of this tool. There is ongoing communication with Information Governance team around pre-populating the tool with demographics information, including phone numbers, from Trakcare.

Workforce Planning

Detailed workforce planning is underway and is based on the staffing below which includes 56.2 of the proposed 246.5 contract tracers / admin allocation estimated to be part of the national contact tracing service for local utilisation. If required, NHSL is satisfied that it could recruit all 246.5 contact tracers from staff currently shielding within NHSL and Local Authorities based on a working from home delivery model in phase 2.

Health Board	Population	Contact Tracers (Band 4)	HP Nurse / Equivalent (Band 7)	Data Admin (Band 4)	HP / Equivalent (Band 8D)	Consultant
Lanarkshire	661,900	238	8.5	8.5	1.7	

National nominal allocation for Lanarkshire as outlined in BCE's paper dated 5 May 2020.

Total workforce required

Total staff required (68.2WTE)	Administration (Band 3)	Contact tracer (band 4)	Supervisor / health protection nurse (band 6)	Team Leader / Health Protection Lead (band 7)	Consultant (band 8d or consultant grade)
Phase 1 (WTE)	2	56.2	6	2	2

Note a number of workforce planning assumptions have been made that can be scaled up and down based on emerging situation, social policy and national level planning for this programme.

Staff will be inducted in three cohorts. Two team leaders (band 7) were redeployed and joined the delivery team 12 May.

- Cohort one contains redeployed staff from NHSL to a total of 24 people (21.5WTE). They will commence training and role delivery on Tuesday 19 May. All agreements are in place. Training cannot take place until the delivery of nationally agreed guidance and protocols and the IT solution due 18 May. Cohort one contains supervisor role.
- Cohort 2 contains redeployed staff from NHSL to a total of 23 people (18 WTE). Agreements with staff and managerial staff are ongoing in this cohort. Cohort 2 will commence training and roles on Wednesday 27 May.
- Cohort 3 is planned to commence training 01 June. A further 24.7 WTE is sought in this cohort. HR are liaising with LA partners to assist in redeploying LA staff in this cohort. Opportunity to redeploy shielding staff is currently being scoped based on a possible move to working from home model longer term.

Health protection lead and consultant in public health/ medicine roles (4WTE) are currently being resourced in the short term using existing resources from public health but recruitment will be progressed with urgency.

Finance

Phase 1 staff group comprises existing NHS Lanarkshire staff who are being redeployed and existing accommodation is being used. Additional anticipated costs at this stage are enhancements for weekend working (a requirement to achieve the 48 hour contact target) and provision of IT kit (laptops, headsets, etc.) for contact tracers. This is yet to be estimated to cover enhancements for the period May – July 2020 plus an additional £35k for IT kit.

The costs of providing staffing for phase 2 is being finalised based on the agreed staffing levels and structure outlined above. It has been assumed that all redeployed staff will return to their substantive posts from August 2020 and posts will be recruited. Costs for phase 1 will include enhancements for weekend working and excess travel. Costs for Phase 2 will include enhancements for weekend working.

Planning, Accommodation and Procurement

Project plan and risk register is available.

Accommodation for the interim phase has been agreed at Kirklands House. This has been reviewed by Salus and is currently being re-configured with regards IT and social distancing requirements. Accommodation will be ready for 19 May and will be available until end of July 20. Accommodation requirements for phase 2 have not yet been determined – this will be assessed when the working from home model is fully validated.

All contact tracers will be given a laptop, headset and a ‘soft’ phone. Procurement is being arranged and assurances have been sought that cohort one will have above equipment by 19 May. The approximate cost of equipment and reconfiguration is £35k. Conference Room in Kirklands is being set up as command and control centre for the public health support of the contact tracing service.

Staff Training and Guidance

Training for Contact Tracers - Training for the first cohort of contract tracers will take place in a suitably large facility to allow social distancing. Going forward the training for subsequent cohorts of staff will be completed on-line and completion verified through the TURAS learning platform. This is being delivered on a ‘once for Scotland’ approach.

Learnpro Module Completion - The contact tracing team will complete mandatory training around safe information handling and records management as a priority.

National Contact Tracing Resources - NHS Education for Scotland and Public Health Scotland are currently developing power point slides for the initial training of the contact tracers. This will include introductory information on COVID-19, transmission, aim of contact tracing and guidance on operational implementation of contact tracing. Training will include usage of the national IT solution.

Recommendations

- To note the progress made, to support the model and direction being taken across the interim (phase 1) and longer term phases (phase 2).
- To note that local authority partners have been asked to support the model being developed and help source accommodation for availability from July 2020 for approximately 2 years.
- To note that Local Authority staff have worked in partnership with NHSL to redeploy in the short term and recruit in longer term (phase 2) to ensure that this service can be staffed appropriately for approximately 2 years.