

COVID-19 Outbreak Draft Management plan – subject to approval by Southwark Council’s Director of Public Health

Setting

The University College of Osteopathy (UCO) is a small Higher Education Provider with a focus on educating osteopaths. The UCO has a population of 436 students and c.174 staff, the large majority of which are part time. The University College of Osteopathy is based on two sites in Southwark. The main teaching centre is located on Borough High Street and the Clinic is on Southwark Bridge Road. Our clinical service provides closely supervised workplace learning opportunities for enrolled students and also clinical work and experience for early career osteopaths. Pre-COVID-19 our clinic provided care for c.600-700 patients a week. The clinic was closed for a period during lockdown and reopened at the end of June 2020 and now provides c. 250-300 consultations a week adhering to community care and professional guidance for COVID-19 secure care delivery including wearing personal protective equipment.

Most students and staff use public transport to attend the UCO. All students live in private accommodation and are mostly living in London with a smaller proportion living in the home counties. A small number of our part time students live at considerable distance from London. Nine percent of enrolled students originate from overseas.

Principles

This plan has been developed drawing on [Southwark’s’ Outbreak Prevention and Control Plan,](#) and guidance from the NHS, Public Health England and the Department for Education. The plan aligns to and provides additional detail with the UCO’s guidance for the use of its Borough High Street site and for the Clinic on Southwark Bridge Road.

The UCO has made contact with its local authority public health team and anticipates support from Public Health England’s Health Protection Team should this be required. The Outbreak Management Plan is a living document and will be reviewed and updated to reflect the current situation and related guidance. The Vice Chancellor’s Group is responsible for decision making in liaison with members of the Senior Management Team.

The UCO is mindful of the stressful impact the current situation is having on members of the UCO and its local community. The UCO aims to be flexible, open and supportive of individuals affected by the current situation and recognises its duty of care towards staff, students, patients and visitors including under the Health and Safety at Work Act and the Equality Act.

The Deputy Vice Chancellor (Research) has responsibility for review, update and overall implementation of this Plan.

Reporting systems

Staff and students reporting COVID-19 related concerns should raise them through normal mechanisms for noting absence or concerns (this includes logging staff absence on Itrent). Line managers and staff receiving concerns from students should in turn immediately contact the appropriate area lead as below:

Course Leader Access – Will Barker

Course Leader M.Ost – Mark Waters

Course Leader Specialist Paediatric Osteopathic Practice (SPOP) – Sam Fennell

Head of Clinical Practice: Francesca Wiggins

Head of Student Services - Jas Verdi

Registrar – Ian Sanderson

The area leads are responsible for contacting those raising a concern in order to log relevant information via the dedicated [SharePoint Site](#)

Staff and Students

Staff and students are asked to report the following

- If they have any of the 3 main COVID symptoms (high temperature, cough, loss of smell of taste). In this case, staff are asked to book a [test](#) through the NHS as a matter of priority
- If they have been contacted by NHS test and trace or been advised to self-isolate via the NHS COVID-19 App
- If they need to self-isolate
- If they need to take a COVID test for any other reason
- Any concerns they may have in relation to COVID and potential contact with an infected person

Students/staff in close contact with suspected or confirmed cases at UCO will be informed through area leads and or through student support and asked to self-isolate in line with NHS [guidance](#). Central information on SharePoint will be used to inform local control measures as required.

Student Support will take appropriate response steps to support the wellbeing of the student and access to learning will be available as appropriate through our existing virtual learning provision.

NHS COVID-19 App

UCO have promoted the use of the App to staff and students and are displaying individual QR codes at the Borough High Street teaching site and the Southwark Bridge Road Clinic Site. Alerts relating to these codes will be monitored by the Vice Chancellor's Group.

Information management and action overview

The Deputy Vice Chancellor (Research) and Head of Clinical Practice will be responsible for reviewing cumulative case data on a daily basis. They will convene the Vice Chancellor's Group should two or more confirmed cases be identified within a 14 day period to consider further actions including initiating contact with the Public Health England Health Protection Team and the Southwark Public Health Team as well as initiating changes to educational and operational delivery.

Contact details:

Southwark Council Public Health:

9am – 5pm, 7 days, email: <mailto:PublicHealth@southwark.gov.uk>

PHE case / incident reporting - London Coronavirus Response Cell

0300 303 0450, LCRC@phe.gov.uk or phe.lcrc@nhs.net

Please note this inbox is monitored 9am-5pm, for any urgent issues please contact the LCRC by telephone.

Themes informing the UCO's outbreak management framework

Following Southwark's Outbreak Prevention and Control plan, the UCO aims to Prevent, Identify and Control hazards and risks by engagement and communication, following current guidance, evidence and epidemiology as well supporting our students and staff with information, training and physical changes to the working/studying environment. These measures are articulated in our Guidance and Policy for the BHS Site and for the Southwark Bridge Road Clinic. These [documents are available on UCO's website](#) and provide further information which complements this plan. The following themes have been used to as a framework to inform scenario planning and procedures.

1	Prevention	Implementation of control measures at the UCO to mitigate risk of contact and droplet transmission of COVID-19 in line with current guidance that is regularly reviewed and updated
2	Identification and management	Implement procedures to effectively respond to symptoms and positive diagnoses among students, staff and visitors that enable fast identification of individuals affected and others who may be exposed to risk of transmission of COVID-19 and to respond quickly to emerging outbreaks
3	High risk environments, contexts and individuals	Identify and manage high risk environments and practice at UCO locations. Identify and mitigate risk to people at high clinical risk of the impact of COVID-19
4	Quarantine and isolation	Provision of clear information and guidance about individual and institutional responsibilities and actions to our students, staff and visitors to enable quarantine and self-isolation when suffering from symptoms or post positive diagnostic test for COVID-19. To centrally log information effectively to support appropriate quarantine and return to work/study post quarantine.
5	Testing	Facilitate timely testing as per NHS and PHE guidance
6	Contact tracing	Use the UCO's existing information including secure information such as contact details, room allocation, timetables and contact card data to facilitate sharing with HPT and PHE to identify close contacts of someone with a positive COVID-19 diagnosis.
7	Information management	To centrally log information effectively to support appropriate quarantine and return to work/study post quarantine.
8	Communication and engagement	Keep staff, students informed and up to date with Government and the UCO's guidance, expectations, case overview in UCO and local community and policy. Ensure that staff and students understand and enact their responsibilities with respect to measures to mitigate risk of contact and droplet transmission of COVID-19 and how these relate to safety and wellbeing. Support and encourage adherence to Government and the UCO's guidance, expectations and policy at all times. Develop effective working relationships with key stakeholders within PHE, Southwark HPT, NHS as required to enable effective prevention identification and management of COVID-19 related matters.

Scenarios

This plan provides 4 different scenarios that are relevant to the UCO. For each scenario, the themes outlined above will be used to guide what should be happening in response to each scenario. Further actions, and risk control details are available in UCO's Operational Guidance and Policies which are published on here on [our website](#).

1. Student or staff member is unwell with COVID-19 symptoms, but COVID-19 not confirmed.
2. Confirmed diagnosis of COVID-19 at the UCO, either a single identified diagnosis of COVID-19 or a localised outbreak within a teaching bubble or clinic team.
3. Multiple diagnoses of COVID-19 including a large-scale outbreak that may result in significant restrictions on the activities at the UCO.
4. Increased prevalence of infection rates of COVID-19 locally.

Scenario 1: Student or staff member is unwell with COVID-19 symptoms, but COVID-19 not confirmed.

1 Prevention	2 Identification and management	3 High risk environments, contexts and individuals	4 Quarantine and isolation	5 Testing	6 Contact tracing	7 Information management	8 Communication and engagement
<p>Follow national guidance and UCO guidance ensure mitigation is in place</p> <p>Completed risk assessments for BHS and Clinic, and implement mitigations</p> <p>Communicated to students and staff about expected behaviours and the consequence of not behaving in this way</p> <p>Provided staff and students with information on best practice with regards to infection control and minimising the potential spread of COVID-19</p>	<p>Provided clear guidance to staff and students on what to do if they are have symptoms of Covid (stay home, self-isolate, get a test)</p> <p>Asked staff and students to report any absences through normal channels (staff to contact their line manager, students to email clinic absences or registry etc) and to include if this is due to Covid symptoms, if they are self-isolating and to report and confirm any test</p>	<p>Ensure that all staff and students in clinic are aware of all policies and procedures and that any particular risks are mitigated.</p> <p>Students and staff asked to complete a Return to Work/Study risk assessment form to identify any particular concerns or vulnerabilities</p> <p>Review risk assessments for high risk individuals and situations, and ensure that any additional measures are implemented</p>	<p>Provide UK.GOV guidance on what to do if symptomatic</p> <p>Ensure staff and students who need to isolate have access to guidance and support Guidance and policies, Additional resources and information (UCO SharePoint)</p> <p>Member of UCO community advised that household contacts of symptomatic person self-isolate as per guidance</p> <p>Provide clear information to</p>	<p>Ensure all staff and students are aware of how they can access testing when symptomatic by following UK.GOV advice on attending a test centre or ordering a home kit</p> <p>Provide guidance on what to do if a test is returned as positive</p> <p>Ensure that best practice is being followed with regards to Test and Track guidance</p>	<p>Contact tracing will only occur if COVID-19 status is confirmed - See scenario 2 below</p>	<p>Ensure information is available and current on the UCO SharePoint site</p> <p>Ensure that students and staff are clear about the reporting mechanisms in place at the UCO and who to contact if they have symptoms of COVID-19 or need to self-isolate</p> <p>Ensure report forms are using safe and secure mechanisms for recording data</p>	<p>Continue to promote consistently high standards with regards to infection control and risk mitigation</p> <p>Ensure timely comms to staff and students if appropriate regarding any incidents or measures that may be being taken at the UCO</p> <p>Consider the range of cultural backgrounds and an inclusive supportive message, when developing communication plans</p>

<p>Ensured there is clear signposting to Track and Trace and other services</p> <p>Recurrent misconduct with respect to non-adherence to operational guidance and policy will be addressed through the relevant disciplinary channels</p>	<p>outcomes via central registry</p> <p>Request that individuals inform Test and Trace that they are a University student/staff member and to include context of potential exposure (PPE) healthcare environment</p> <p>Line managers to keep in touch with staff who are isolating and to confirm test results</p> <p>Staff to be made aware that if a student notifies them of any Covid related symptoms/that they are isolating, they should inform their relevant area lead.</p> <p>Staff to be made aware that if a</p>		<p>students and staff about the reporting mechanisms in place at the UCO and the importance of this</p> <p>Refer students to student support if they are having challenges with their accommodation</p> <p>Ensure that all procedures align with the UK GOV Test and Trace guidance</p>				
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	<p>colleague notifies them of any Covid related symptoms/that they are isolating, they should inform their relevant line manager and subsequently the area lead</p> <p>Completion of the Covid notification form for cases will be performed by the area lead.</p>						
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Summary of steps for scenario 1

1. Student or staff member develops symptoms
2. Student or staff member notifies member of staff through normal absence route (if student) or Line Manager (if staff)
3. Student or staff member with symptoms returns home and self isolates
4. Student or staff member with symptoms organises COVID-19 test
5. Member of staff notified by student or line manger notified by member of staff informs the Area Lead
6. Area Lead completes the COVID-19 form at: <https://bso.sharepoint.com/sites/COVID-19>
7. Line manager or Student support to keep in communication with student/staff member
8. Area Lead to monitor and update COVID-19 form as appropriate
9. Student or staff member to return to study/work in line with current guidance

2. Confirmed diagnosis of COVID-19 at the UCO, either a single identified diagnosis of COVID-19 or a localised outbreak within a teaching bubble or clinic team.

1 Prevention	2 Identification and management	3 High risk environments, contexts and individuals	4 Quarantine and isolation	5 Testing	6 Contact tracing	7 Information management	8 Communication and engagement
<p>See scenario 1 above and:</p> <p>Regular reminders and encouragement for students and staff to follow UCO guidance, policies and procedures</p> <p>Clean rooms and areas following guidance and clinical areas</p> <p>Gather feedback from staff and students about what could be improved or enhanced and what is working well</p>	<p>Individuals to notify a member of staff / their line manager of a positive test result and to follow local and national guidance at the time</p> <p>Notify Health Protection Teams (HPT) if there are two positive Covid test result within 14 days in the UCO community and inform the public health team</p> <p>Advice with a Covid diagnosis, symptoms and/or household contacts of possible or</p>	<p>Follow current guidance on protecting people who are clinically extremely vulnerable</p> <p>If a person with positive test results, lives with someone at higher risk from Covid, signpost to UK.GOV advice on avoiding spreading Covid to cohabittees</p> <p>Ensure any people with caring responsibilities are sign posted to support</p> <p>Review all risk assessments for high risk</p>	<p>Inform individuals about UK.GOV guidance for self-isolation and treatment</p> <p>Support welfare of those self-isolating and any housemates. Advise that they monitor for worsening symptoms and to call NHS 111 if they have any concerns</p> <p>Any student/staff member who is a close contact of a person with Covid to follow NHS guidance on sharing accommodation and when to</p>	<p>As in Scenario 1 above</p>	<p>Encourage people who test positive to provide requested information to NHS Track and Trace and to use NHS COVID-19 app.</p> <p>Provide additional information as requested by NHS Test and Track, such as timetables etc</p> <p>Support contacts who are students/staff to isolate for the required amount of time</p> <p>NHS Test and Trace will help</p>	<p>Use systems that are secure and clear for the recording of confirmed cases and information that is relevant to contact tracing</p> <p>(held as special category data for legitimate purposes)</p>	<p>Reinforce campaign messages from GOV.UK such as “Isolate, Test, Trace”</p> <p>Ensure timely updates and guidance are distributed to all key stakeholders</p> <p>Ensure that all information being disseminated is current</p>



	<p>confirmed cases re required to self isolate in line with guidance</p> <p>Public Health England (PHE) HPT in agreement with local authority public health teams will agree when the number of cases warrants an outbreak and the steps to manage this – currently draft set at 2 cases in 14 days</p> <p>Covid Lead (DVC-R) to co-ordinate information flow, support arrangements and contact key support functions – maintenance, cleaning, timetabling, etc as required and</p>	<p>individuals and situations and ensure that any additional measures are implemented</p>	<p>return to campus</p>		<p>with notifying affected people</p>		
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	<p>any additional measures</p> <p>Students who experience any health issues (alongside Covid symptoms) will be referred to local medical services as required by the area lead or as part of the student support service</p>						
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Summary of steps for scenario 2

1. Student or staff member receives positive test for COVID-19
2. Student or staff member notifies member of staff (if student) or line manager (if staff) or directly to Area Lead
3. Student or staff member continues to self isolate and or seek appropriate additional care and advice
4. Staff who have been informed pass information onto Area Lead
5. Area Lead complete or updates the COVID-19 form at: <https://bso.sharepoint.com/sites/COVID-19>
6. Member of staff or Area Lead to keep in communication with student/line manager to keep in communication with staff member
7. Local Health Protection team notified as required
8. Covid Lead to co-ordinate response and any additional measures that may be needed
9. UCO to provide additional info to NHS Test and Track/ PHE if needed

Scenario 3: Multiple diagnoses of COVID-19 including a large-scale outbreak that may result in significant restrictions on the activities at the UCO

1 Prevention	2 Identification and management	3 High risk environments, contexts and individuals	4 Quarantine and isolation	5 Testing	6 Contact tracing	7 Information management	8 Communication and engagement
<p>As above Scenario 1</p> <p>Monitor local Covid rates through data from UK.GOV at: https://www.gov.uk/government/publications/national-COVID-19-surveillance-reports and https://coronavirus.data.gov.uk/cases</p> <p>Review the COVID-19 contain framework which sets out how national and local partners will work together to prevent, contain and manage local outbreaks.</p>	<p>Use government definitions</p> <p>Meeting with Outbreak Control Team – (to be determined in liaison with Southwark Public Health Team)</p> <p>The HPT/CHPT will undertake a risk assessment and provide appropriate support and guidance. Restrictions will be implemented in a phased manner, with face-to-face provision retained, where it is possible to do so safely</p>	<p>As above - See previous scenarios</p> <p>Consider any additional information that may be needed to inform and to reassure any individuals at high risk and/or those in high risk situations</p>	<p>As above - see previous scenarios</p>	<p>Public Health Team to request this from the Dept for Health and Social Care that a mobile Testing Unit to be made available if appropriate. Further liaison with Southwark Public Health team pending</p>	<p>HPT will lead on notifying affected people</p>	<p>As above - see previous scenarios</p>	<p>Student wellbeing communication around anxiety; to contact student support</p> <p>Ensure consistency of support and messaging</p> <p>Complete an equality impact assessment for equality of access to education for those students who are likely to switch to virtual learning (especially important given the risk factors for COVID-19)</p> <p>PHE to lead on comms in partnership with</p>

Liaise with Southwark Public Health team	<p>Refer to the Joint Biosecurity Centre's (JBC's) action cards for managing potential outbreaks</p> <p>Implement business continuity plans to enable core services and operations to continue</p>						<p>local authority and UCO and assist with internal comms.</p> <p>Ensure timely updates distributed to all key stakeholders, across all platforms</p>
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Summary of steps for scenario 3:

1. Ensure definitions of a cluster are being applied. "Two or more test-confirmed cases of COVID-19 among individuals associated with a specific non-residential setting with illness onset dates within a 14-day period. (In the absence of detailed information about the type of contact between the cases)." Ref: <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/epidemiological-definitions-of-outbreaks-and-clusters-in-particular-settings>
2. Meet with the Outbreak Control Team
3. Implement actions from risk assessment from Outbreak control team
4. Refer to the JBC's action cards and action as appropriate
5. Implement business continuity plans
6. Public Health Teams to request mobile testing unit be made available
7. HPT will notify affected people
8. Ensure timely and consistent comms across all platforms and to all stakeholders

Scenario 4: Increased prevalence of infection rates of COVID-19 locally.

1 Prevention	2 Identification and management	3 High risk environments, contexts and individuals	4 Quarantine and isolation	5 Testing	6 Contact tracing	7 Information management	8 Communication and engagement
<p>As above - see previous scenarios</p>	<p>As above - see previous scenarios</p> <p>Mitigation strategies likely to extend across organisations (eg schools, businesses, community organisations) within the community</p> <p>Local authority public health team with HPT will provide guidance and lead with local outbreak mitigation measures.</p> <p>Implement management and business continuity plans.</p>	<p>As above - see previous scenarios</p> <p>Ensure that any member of the UCO community who is infected and lives with someone at higher risk from COVID-19, is signposted to Government advice on how to avoid spreading COVID-19 to cohabitants</p>	<p>As above - see previous scenarios</p>	<p>As above - see previous scenarios</p>	<p>As above - see previous scenarios</p>	<p>As above - see previous scenarios</p>	<p>Consider wellbeing and mental health needs of broader student, staff and UCO community.</p> <p>Local authority and PHE to advise with comms and any additional guidance</p>

Summary of steps for scenario 4:

1. Monitor local transmission rates
2. Implement any mitigation strategies that are applied to the local community – in co-ordination with the local authority and public health team
3. Initiate emergency management and business continuity protocols
4. Provide advice about reducing cross infection, to those infected and living with individuals at high risk of COVID-19
5. Consider info needed about wellbeing and mental health needs of UCO community – local authority and PHE to advise