

# Isles of Scilly Covid 19 Outbreak Management Visitor Evacuation Service Protocol

## 1. Introduction

This document sets out the protocol for the Isles of Scilly Visitor Evacuation Service which has been established in response to government guidance for holiday makers to return home if they develop symptoms of Covid-19 or are contacted by NHS Test and Trace whilst staying in guest accommodation.

It should be read in the context of government guidance and the Cornwall and Isles of Scilly Local Outbreak Management Plan published on the 30 June 2020 which sets out how organisations will contain and reduce cases of COVID-19 and safeguard the health of residents. You can find the plan here: <https://www.scilly.gov.uk/news/cornwall-and-isles-scilly-local-outbreak-management-plan>

Now that the Outbreak Management Plan has been published, the Council of the Isles of Scilly has formally stood down its declaration of a Major Incident, as of 30 June 2020. This was done in a similar timeframe to Cornwall and Devon. The response is now under the direction of the Director of Public Health in accordance with the Local Outbreak Management Plan.

This document is deliberately designed to be updated as things progress.

## 2. Context

The Isles of Scilly has very good health and care services: every single regulated service is rated as Good or Outstanding by Ofsted/Care Quality Commission. However, given the size of the population and the islands location these services are obviously limited, especially in the delivery of acute care. A detailed Model of Care was developed to respond to predicted demand on services at the beginning of lockdown and approved by the relevant partnerships. This remains in place and there are approved escalation processes in place for all residents and visitors who require medical input. Access to acute care requires evacuation by Skybus stretcher flight, HEMS, Coastguard Search and Rescue and in some instances military aircraft.

The timing of lockdown and the positive response of individuals, businesses and statutory agencies has meant that to date there have been no known cases of coronavirus on the Isles of Scilly.

It is recognised that the size of the population, our location and the fragility of the workforce in maintaining essential services requires additional focus and this is recognised in the Local Outbreak Management Plan. In addition the interconnected relationships of the island population means that an outbreak in a vulnerable setting such as a care home can have wider ramifications than in many other areas and therefore plans are based on viewing Scilly as a high risk setting in its own right in terms of proactive and reactive outbreak management.

The Isles of Scilly economy is mainly based on the hospitality trade. Government restrictions have had a significant impact on the health and wellbeing of the population in terms of hardship and emotional wellbeing. Statutory agencies have therefore given significant focus to developing plans that enable businesses to reopen safely in line with government guidance and to support the wider determinants of health.

### 3. Government guidance

On 23 June 2020, the Prime Minister announced further easements of the coronavirus (COVID-19) restrictions as part of Step Three of the government's plan.

From 4 July, people can stay overnight away from home with their own household or support bubble, or with members of one other household.

All guest accommodation providers can reopen from 4 July.

The key part of the guidance for the local authority is:

***If a guest is displaying [signs of the coronavirus \(COVID-19\) virus](#) while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have coronavirus (COVID-19), they should return home if they reasonably can. They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.***

Most visitors to the islands arrive by ferry or by air. Transport providers have confirmed that they are unable to transport visitors with either suspected or confirmed Covid cases. Given our location, people will obviously not have the means to arrange transport back to their car. Therefore, a plan has been developed by the Council of the Isles of Scilly with partners to identify designated transport arrangements to enable people to return to their car and then to their home whilst protecting themselves and others.

Visitors will recover better at home with their usual support structures around them. Returning home safely will also minimise demand on island resources in terms of food and laundry as well as reduce the potential impact on limited health resources. All areas in the country will be required to support visitors to return home if they reasonably can.

### 4. Strategic oversight

Accountability for this plan lies with the local authority in line with government guidance. It has been developed with advice from our Public Health colleagues including the Director of Public Health for Cornwall and the Isles of Scilly.

Reporting of all testing/positive cases/evacuations is fed into the Health Protection Board and the Local Engagement Board (see appendix for governance structures) and also Full Council where appropriate.

The principles of this plan have been discussed with a number of individuals and partnerships including the local Health Cell and Business Cell. It is understood that the plan has necessarily had to develop at speed.

Assurance for the principles has been given by:

- Public Health England
- Cornwall and the Isles of Scilly Incident Command Centre (this has membership of Cornwall Partnership Foundation Trust, Cornwall Council, Royal Cornwall Hospital Trust, NHS Kernow and Kernow Community Interest Company)
- Support for the principles has also been provided by Derek Thomas MP.

The detail in this protocol and attached appendices will now be submitted to all partners and this section updated.

## 5. Operational oversight

A Local Incident Response Team (LIRT) has been established to provide a rapid, wrap around response to an outbreak on Scilly. We have ensured that an outbreak on Scilly is defined as one case as detailed in the Local Outbreak Management Plan (LOMP). The Terms of Reference are included at Appendix 6.

Members of this group will risk assess each and every evacuation journey.

To minimise demand on front line professionals we have also set up an advisory group who will be called up for specific cases and receive all communications. It is the choice of individuals whether to sit on the core group or be an advisor based on their workload and capacity.

An internally facing operational outbreak plan has been developed by the LIRT.

All members have significant experience in supporting individuals to access specialist services on the mainland in challenging circumstances including those experiencing a mental health crisis.

The LIRT will be responsible for completing a Personal Evacuation Plan (PEP) (see Appendix 1) for every individual who is eligible for this service.

## 6. Transport providers and their protection

We will ensure that all transport providers have the right mitigations in place in implementing this protocol to keep their workforce safe in line with public health guidance.

Island transport and accommodation providers have worked together with the Council to develop the plan to move people safely from their accommodation to their car and then home to self-isolate.

A number of partners are supporting the transfer of visitors and their luggage to their car.

Options currently include:

### **From Scilly to Penzance:**

Tresco Boat Services

Penzance Helicopters

### **On island surface transport**

St Agnes Point of contact

St Martins Point of contact  
Tresco Point of contact  
Bryher Point of contact  
St Marys Point of Contact

### Inter island transport

Tresco Boats

All transport providers commissioned by the Council to fulfil this protocol are already required to risk assess their services based on the fact that any passenger may have Covid 19. The evacuation service also requires each provider to submit an additional risk assessment to demonstrate additional infection control measures for this protocol given that they will be carrying proven Covid 19 passengers.

This includes:

- Training in donning and doffing appropriate PPE
- Training in disinfecting/cleaning their asset
- Assurance that the asset is for the sole use of the affected visitor and their household during their journey
- Necessary permissions from the MCA and CAA where required
- Arrangements for 1 metre + including sealed screens and PPE
- Contactless payments where required
- Protocol for emergencies in transit

Permissions have also been secured from the Port Health Authority.

Visitors who need to get home will be able to walk to their transfer if it is safe for others for them to do so. This will be risk assessed as part of the PEP completion. This is the same for anyone on the mainland as well. People are asked to return home and need to make their way to their transport.

## 7. Welfare of visitors and the protection of the community

The welfare of symptomatic visitors and our community is paramount and is built into the Personal Evacuation Plan (PEP) documentation.

The key phrase is 'if they reasonably can'. This service is for those who are mildly symptomatic and/or contacted by NHS Test and Trace.

Visitors and their accommodation providers are asked to liaise with the Local Incident Response Team to develop their PEP.

The government also requires that visitors seek the advice of an appropriate health professional. Therefore, visitors are asked to contact 111 and/or their home GP – **NOT St Mary's Health Centre**. Most GPs are now able to provide telephone and video triage.

It is essential that holiday makers in all areas of the country do not burden the GP practices in holiday destinations unless they require medical input and 111 is being promoted as the first point of call.

Every single evacuation will be recorded in a PEP which will be conducted by a member of the LIRT. The LIRT will discuss with the individual their ability to return home and record their decision-making process. The PEP will also record the instructions for a safe journey home and any bespoke solutions required e.g. car collection, petrol tank refills, collection by another member of their family from Penzance, mainland designated transport options, timing of walk to their transfer etc.

**No individual will be evacuated if they have arrangements involving public transport.  
Clear instructions will be given on minimising infection to others.**

Grab bags of PPE have been prepared in line with Public Health guidance for every member of the household with instructions on appropriate use. The LIRT will also arrange for welfare packages to include items as baby formula, nappies, children's activity packs, and food on a case by case basis. This support will be proportionate and tailored to ensure that people can get to their home minimising risk to others.

Toilet facilities have also been included in the planning process.

## 8. Self-isolation while waiting for test results

It is required that visitors self-isolate while waiting for a test and/or contacted by NHS Test and Trace. While waiting for evacuation we have commissioned Healthwatch Isles of Scilly to support their welfare needs.

## 9. Self-isolation for an extended period

In some instances, people will not be well enough to get home but not unwell enough to require medical input. In that case government guidance will be followed:

***The accommodation provider and guest should discuss next steps as soon as possible. If the guest is unable to return home, the accommodation provider and guest should discuss meal and laundry provision, and accommodation providers should consider whether symptomatic guests should clean their own rooms and strip their own beds.***

***Unless otherwise provided for in the contractual terms of the booking, the guest will be expected to pay the costs of an extended stay in all but exceptional circumstances. Exceptional circumstances may include but are not limited to where the accommodation provider has failed to follow government guidance to create a covid-secure environment.***

The business sector has discussed contingency arrangements for incoming visitors should their booked accommodation not be available.

Following self-isolation, the guidance is that:

***Once the guest (and if appropriate their family) has finished the [required self-isolation period](#) and is no longer symptomatic, they should return to their main residence and continue to follow the government guidance on [self-isolation](#), [household isolation](#) and [social distancing](#).***

## 10. Visitor communications

The government guidance states that:

***Accommodation providers should consider how best to inform guests about their policy for Covid-symptomatic guests, for example during the booking or check-in process.***

To support this the Council of the Isles of Scilly has developed a range of communication tools for accommodation providers to amend and adapt which are included in the appendices:

1. What to do if you have symptoms
2. FAQs for visitors (updated weekly)
3. Information fact sheet for accommodation providers
4. Information fact sheet for hospitality providers

These have been shared with Islands Partnership for wider distribution.

## 11. Testing

An enhanced community testing scheme, which feeds into the national system, has been developed by the Council and health partners with the aim for results within 24 hours. It means that visitors (and residents) will not need to go to the St Mary's Hospital mobile testing unit or order a postal test and return it to the National Testing Centre in Milton Keynes. This scheme enables both rapid support for visitors, our community and our workforce.

To arrange a test, visitors will be asked to ring the Testing Helpline - *01626 204950 (Mon to Sun 8-5)*. This number will be made available across the islands and is specifically publicised on the Government testing information pages.

On St Mary's a Mobile Testing Coordinator will administer the test at a visitor's accommodation. On the off islands there is a stock of tests available to self-administer. Tests will then be transported to the laboratory at Treliske Hospital in Truro.

Positive tests will be notified to the Test and Trace system.

Notifications of all tests on the islands will be sent to the Public Health England Southwest Health Protection Team regardless of the outcome. All positive results will be notified to the Public Health England Southwest Health Protection Team and analysis of postcode co-incidence will take place. Any positive test will immediately trigger the response of the Local Incident Response Team.

Visitors are asked to provide their accommodation address for their test so that contact tracing can take place as soon as possible and to keep a diary of their activities on holiday. They will be asked to keep their phones charged so that they can be contacted by the national test and trace system.

If visitors are unsure if they have symptoms, they can ring 111 for advice. 111 advisors will know the number to arrange a test.

Accommodation and restaurant providers will be required to keep a temporary record of their customers.

The local testing system will proactively follow up with all those who are tested to ensure engagement in the test and trace system.

A positive test is not a pre-requisite for evacuation. Where a visitor has symptoms, the decision can still be taken to support their journey home in conjunction with their discussion with 111/home GP.

## 12. Exceptions

There may be exceptions to this protocol. For example, where visitors can not self-isolate in their accommodation in line with government guidance:

***There will be some types of accommodation where self-isolation would not be possible, for example if there are shared washing facilities or if the risk to the host, owner or staff cannot be mitigated. In these cases, guests should make arrangements to travel home as safely as possible, whilst minimising risk to others.***

In addition, there may be some people for whom evacuation is just not appropriate. All consideration will be given to the Council's usual obligations in terms of the safeguarding of children and adults in need of care and support. The LIRT will create bespoke plans for each individual and their household and consult with partners on the best solution for the individual and the community. The protocol is designed to flex with need and will be adapted as things progress. However, all additional costs will fall to the visitor.

## 13. Conditions of Evacuation

The Evacuation scheme will be made available to:

- Individuals (and their holiday party) who have tested positive for Covid-19 whilst on the islands
- Individuals (and their holiday party) who have been contacted by NHS Test and Trace and requested to self-isolate
- Individuals (and their holiday party) who are symptomatic and have 48 hours or less left of their holiday where there is not sufficient time to be tested before their journey home.
- Individuals (and their holiday party) who are symptomatic who, following a negative test have had a clinical assessment by NHS 111 or their own GP that suggests they should evacuate
- The holiday party of an individual who has been evacuated for acute covid-19 related medical treatment

In all cases, visitors must be able to demonstrate they can continue their onward journey from Penzance in private transport to their home address and not rely on public transport for any part of their journey. Visitors are responsible for the costs of their onward journey and/or self-isolation if they cannot travel home.

## 14. The evacuation journey

The Incident Response Team will prepare Personal Evacuation Plans and liaise with the visitor, accommodation and transport providers to ensure the evacuation is safe for all involved. Evacuation will currently be either by Tresco Jet Boat, St Mary's Boatmen's Association or by Penzance Helicopter. The method of evacuation will be dependent on the weather on the day and availability. The evacuation process is outlined within the appendices.

## 15. Evacuation Kit

Visitors will be provided with an evacuation kit which will include personal protective equipment, hand sanitiser and other essentials they may need for their journey home. PPE will also be provided to the asset crew/provider. Grab bags are being prepared and we will monitor and maintain sufficient stocks.

## 16. Transfer on the islands

The Local Incident Response Team will liaise with visitors and their accommodation provider to arrange transfer to the quay, or from the quay onwards to the airport. This will be in designated transport with appropriate risk assessments in place.

## 17. Transfer to Penzance

Visitors fit to travel will not have a choice on transport and it will be allocated on a first come first served basis depending also on circumstances in their PEP. Their usual travel terms and conditions apply for their originally booked journey. Weather conditions will be a factor and all providers will meet their regulatory body's requirements (i.e. Civil Aviation Authority and the Maritime and Coastguard Agency).

### **By Boat**

Visitors evacuated by jet boat will be collected from an agreed quay at a designated time and be transported directly to Penzance. The journey should take approximately 1 hour 45 minutes.

Visitors evacuated by St Mary's Boating association will be collected from an agreed quay at a designated time and be transported directly to Penzance. The journey should take approximately 4 hours

### **By Helicopter**

Visitors evacuated by helicopter will fly from St Marys or Tresco, depending on which island they are staying on. St Agnes, St Martins and Bryher visitors will be collected by boat and transferred to the Tresco helipad for evacuation, whilst St Mary's visitors will be transferred to St Mary's airport for evacuation. The evacuation journey by helicopter will take approximately 15 minutes.



## 18. On Arrival in Penzance

On arrival at Penzance there are arrangements in place for visitors' vehicles to be brought to the arrival point for Steamship Customers. For Penzance Helicopter customers, visitors will be transferred to their vehicle.

Designated toilet facilities are being sourced and are currently likely to be at the Park & Ride in Penzance.

## 19. Onward Journey Home

In line with government guidance, visitors who have tested positive or have been contacted by NHS Test and Trace should not travel home on public transport.

Visitors should be advised prior to their holiday that they should only travel to Penzance if they can do so in their own vehicle. The Council have provided communications to support this.

## 20. Confidentiality

In order to look after your health and care needs we are required to share personal/confidential patient information with health and care organisations and other bodies engaged in disease surveillance for the purposes of protecting public health, providing healthcare services to the public and monitoring and managing the outbreak. Our Public Health service covers Cornwall and the Isles of Scilly and is the data controller so further information about how your data will be used and shared to support the Covid-19 response can be found on the Cornwall Council website at [COVID19 - How we use your information](#).

Communications will be developed to ensure that symptomatic visitors and their accommodation providers are supported and not victimised.

## 21. Safeguarding

The local authority has statutory obligations to protect the wellbeing of all children and those adults in need of care and support and this will be taken into consideration in all evacuation planning.

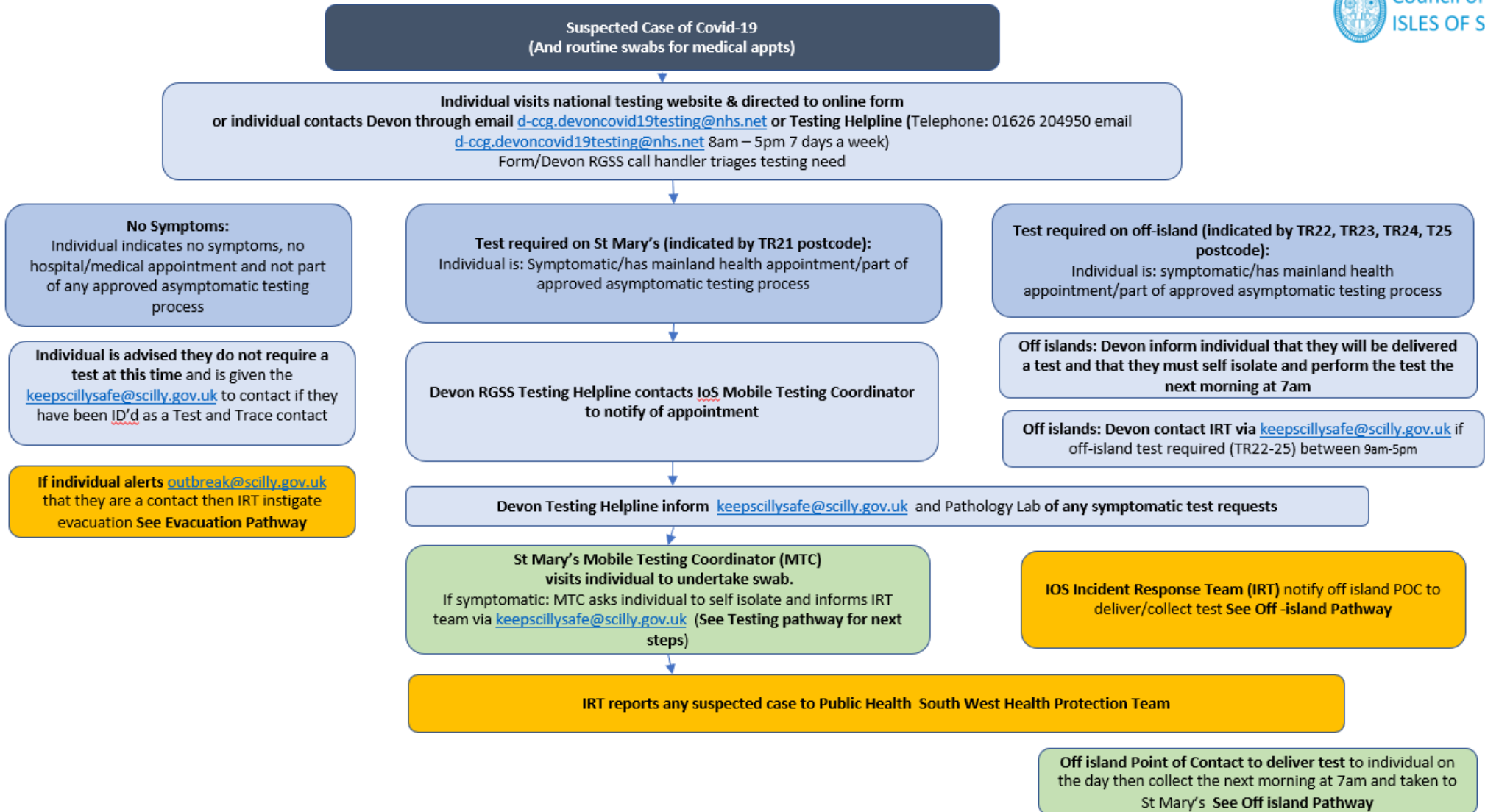
*This protocol is correct at 23rd July 2020. It will be reviewed regularly and amended as required. If you have any questions email [keepscillysafe@scilly.gov.uk](mailto:keepscillysafe@scilly.gov.uk)*

*Appendices: These appendices are live documents and therefore subject to change*

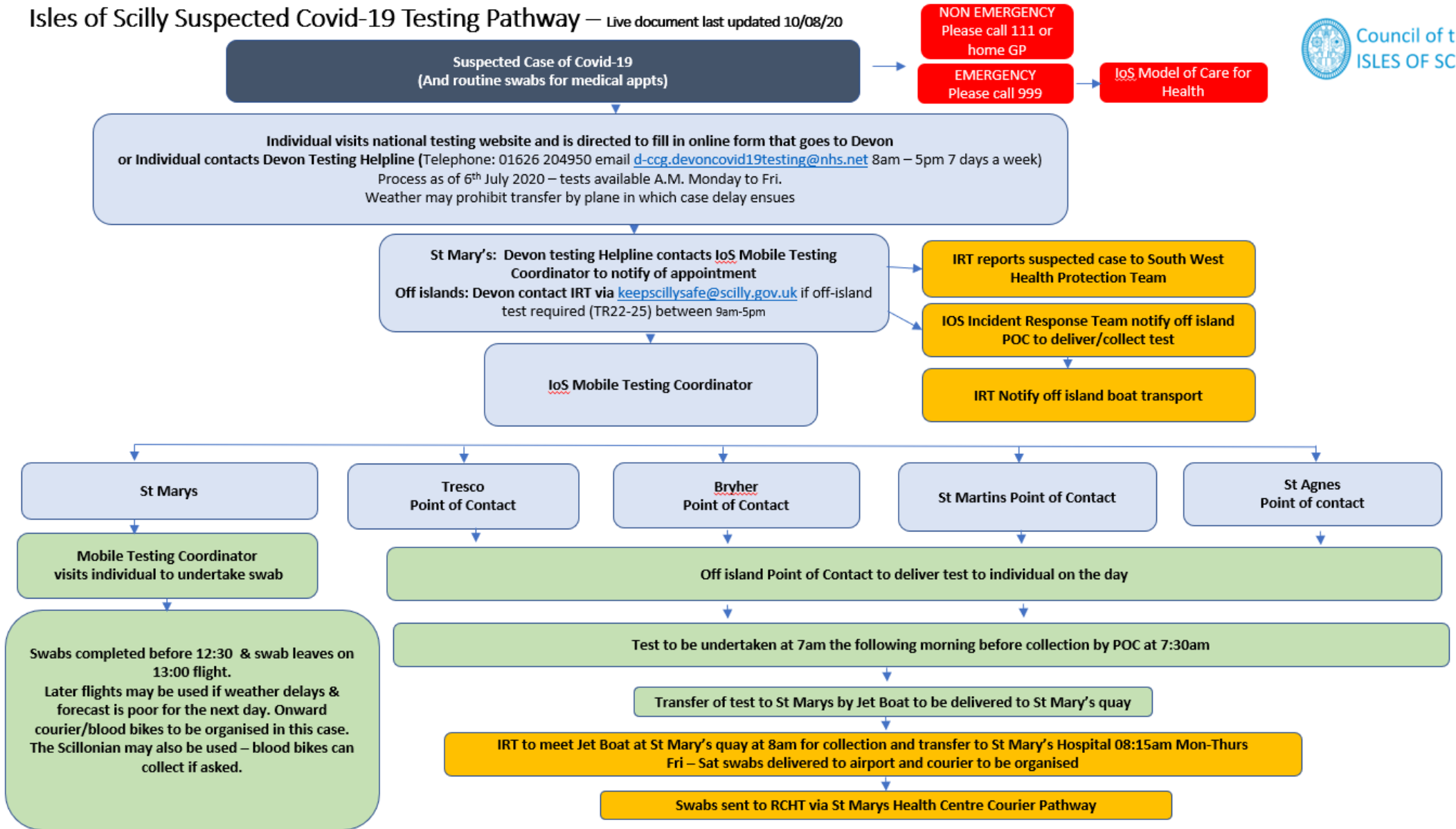
- 1. Outbreak Management Response Pathways - Appendices updated 16/07/2020*
- 2. Update email address – Appendices updated 25/09/20*

*Ends 25-09-2020*

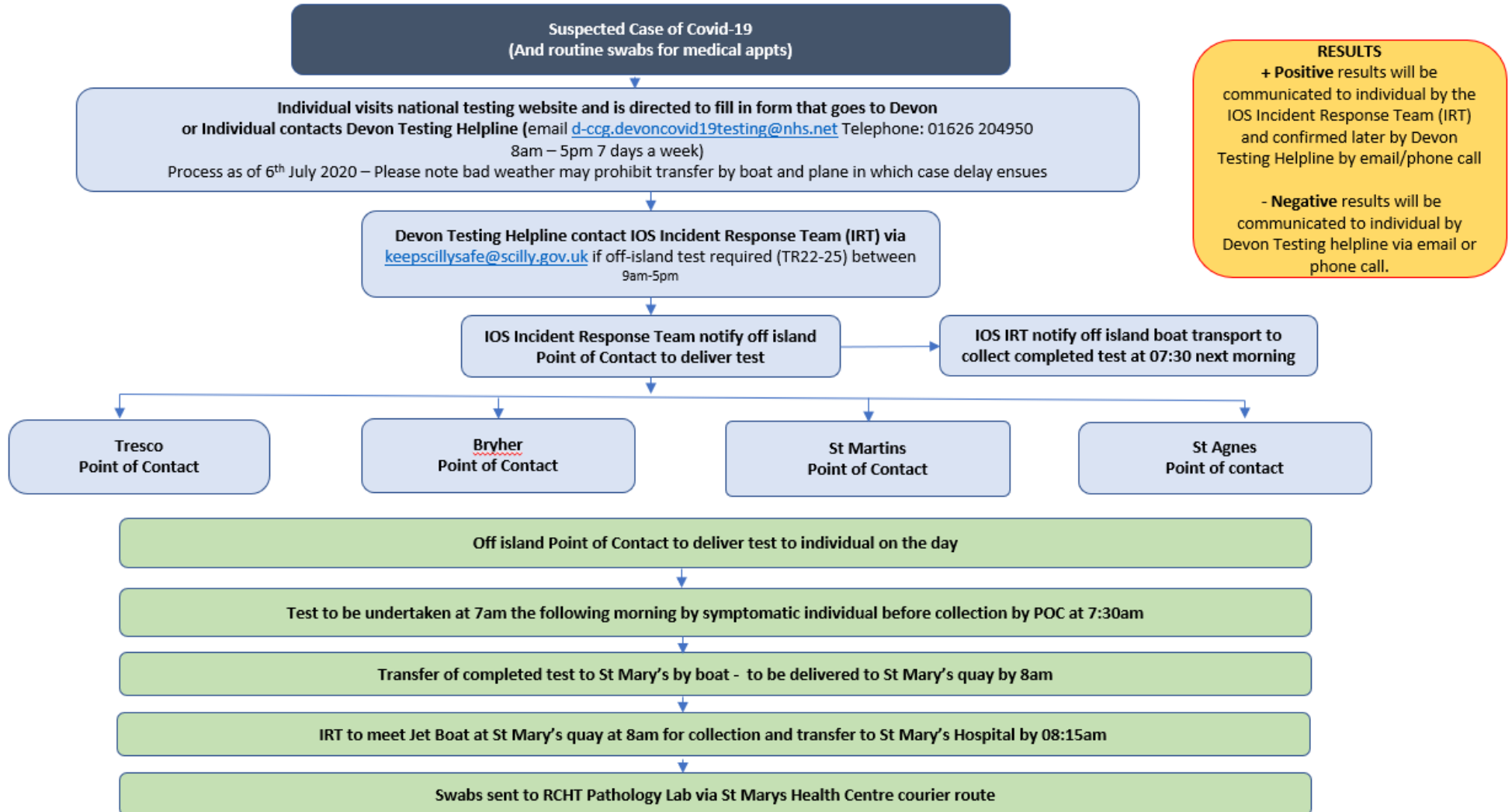
## Isles of Scilly Devon RMSS call handling process – BOOKING APPOINTMENTS



# Isles of Scilly Suspected Covid-19 Testing Pathway — Live document last updated 10/08/20

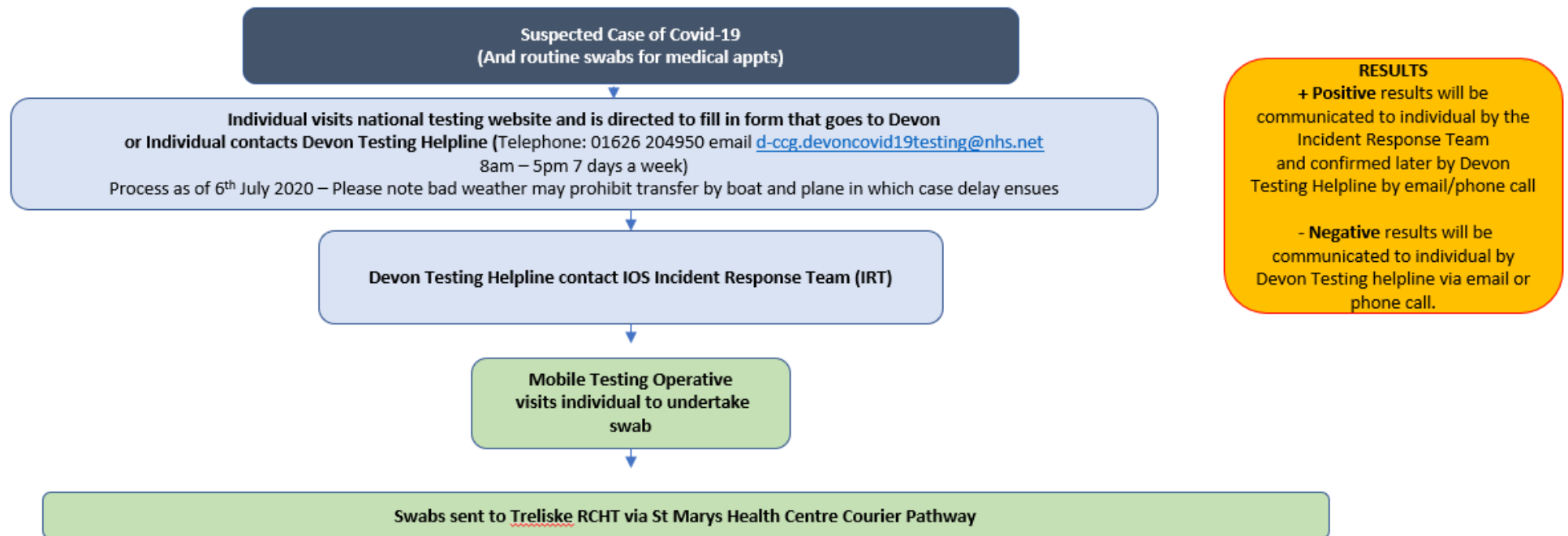


## Isles of Scilly Suspected Covid-19 Off-Island Testing Pathway — Live document last updated 10/08/20

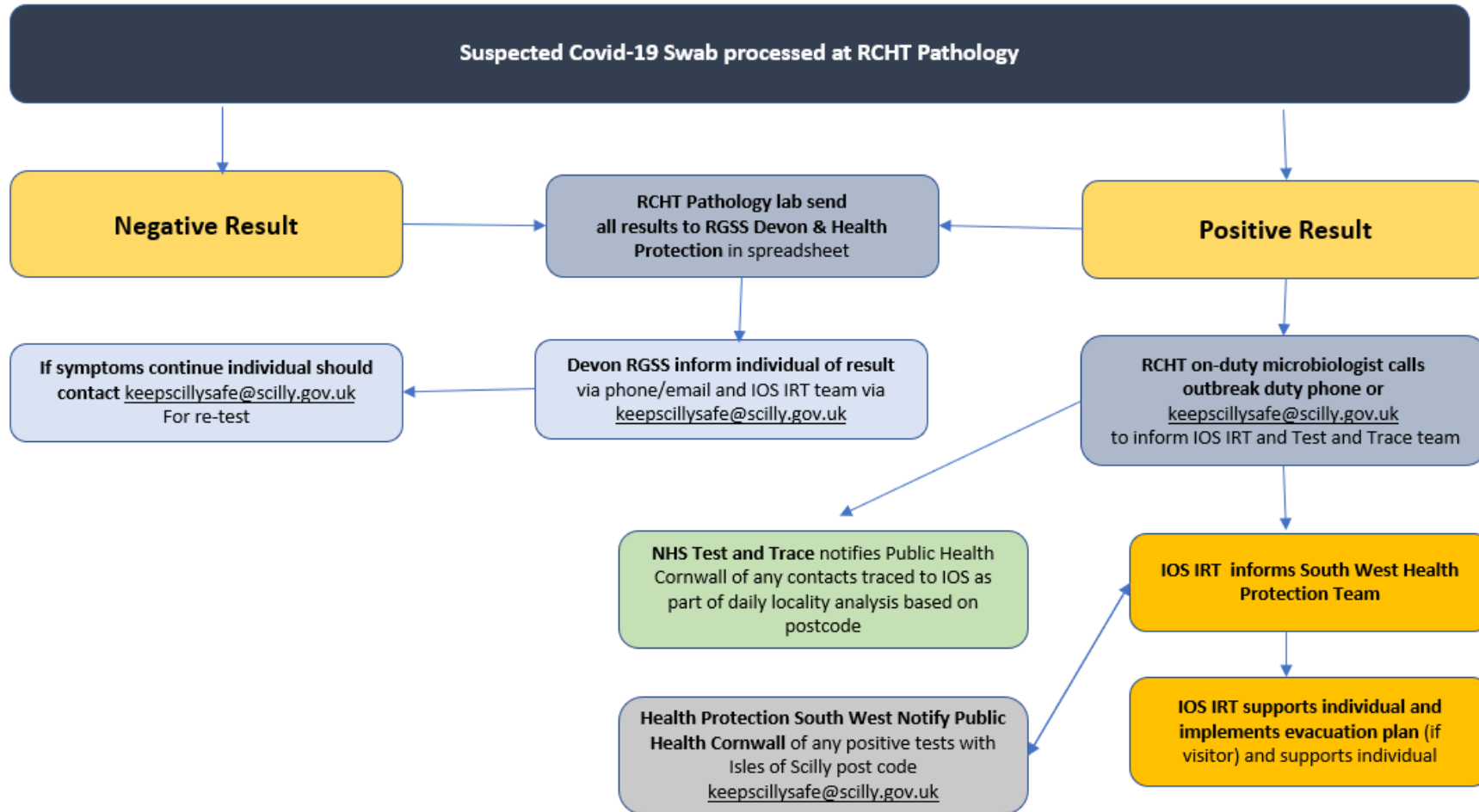


## Isles of Scilly Suspected Covid-19 Testing Pathway — Live document last updated 06/07/20

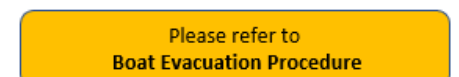
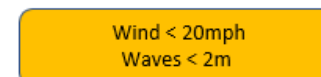
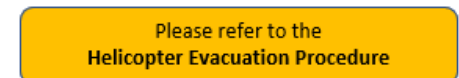
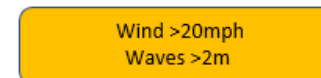
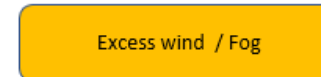
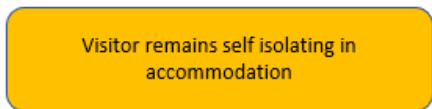
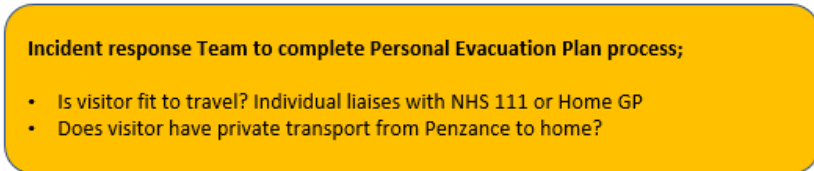
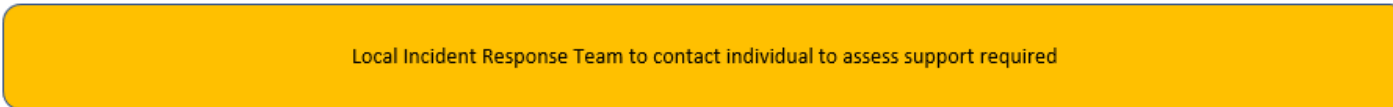
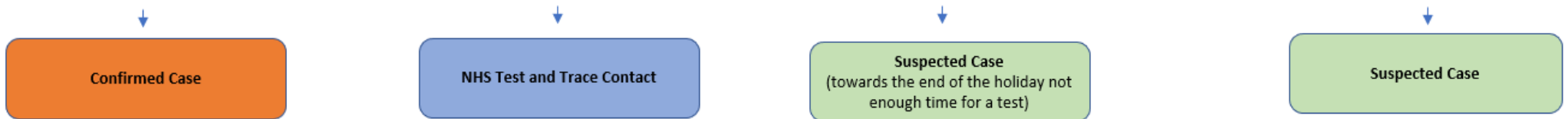
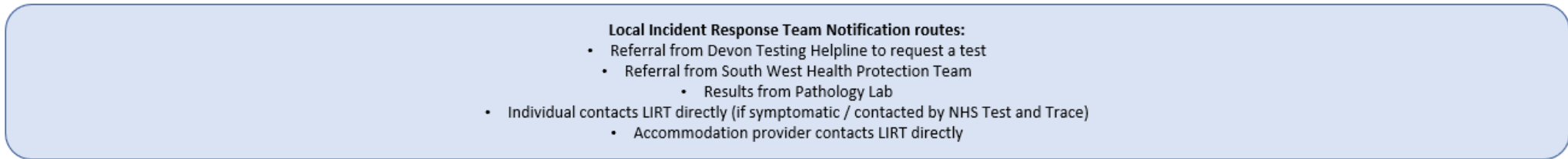
### St Marys Pathway



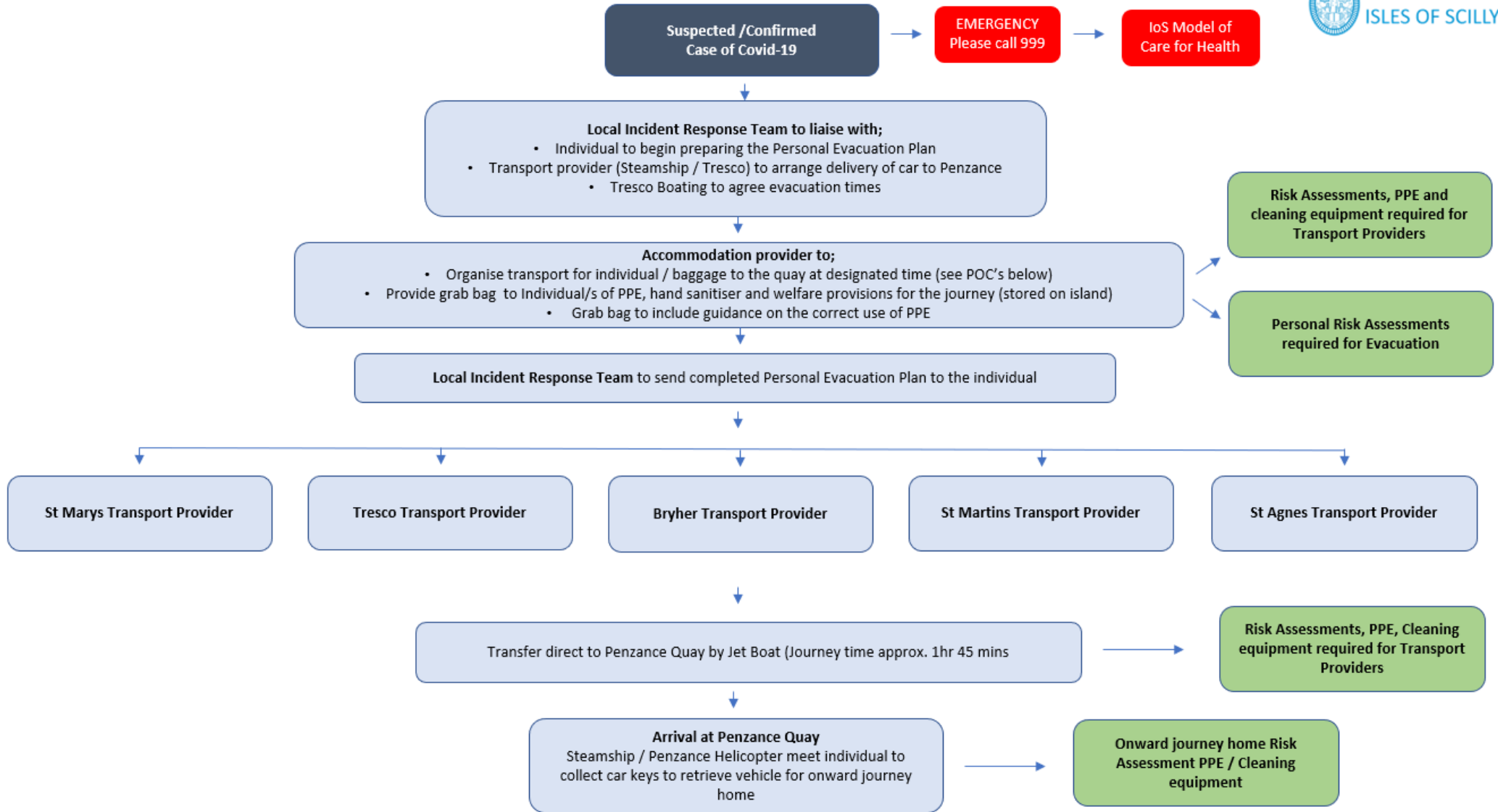
# Isles of Scilly Testing Process– Results Pathway TBC last updated 10/08/20



# Isles of Scilly Covid-19 Evacuation Pathway



## Covid-19 Jet Boat Evacuation Procedure





## Covid-19 Helicopter Evacuation Procedure

