

Frequently Asked Questions about Visiting the Isles of Scilly in relation to COVID19

We are delighted to welcome you to the Isles of Scilly and hope you have a lovely holiday experiencing our glorious beaches, clear blue water and excellent hospitality.

We are a small island community, with limited infrastructure and health care services. Excellent as they are, there are only a few of us running them, so we need to make sure we protect our key workers for the benefit of both you and our local community. We understand that you are keen to have a holiday but please remember your individual responsibility to keep yourself and others safe whilst staying with us on Scilly.

Please find some information below from the Council of the Isles of Scilly and our public health colleagues in response to frequently asked questions. If you have any queries, please email outbreak@scilly.gov.uk

What should I think about when visiting the islands? Please consider the following;

Travel by private transport on your mainland leg of the journey avoiding public transport. If you need to be evacuated, you will not be able to return home on public transport from Penzance.

- There are services to pick up your luggage from the airport and the quay on St Mary's, but you might want to consider bringing more smaller items of luggage rather than one big heavy suitcase. Check with your travel and accommodation providers.
- Bring a face covering/mask - these are now mandatory on Skybus, Scillonian III and Penzance Helicopters, shuttle buses & boats.
- Bring some hand sanitiser, there will also be some hand sanitiser stations across the islands.
- Bring at least 14 extra days' worth of any medication or medical supplies – just in case!
- Bring snacks and drinks for the Scillonian - the onboard cafe is currently closed
- Consider that most accommodation providers will be required to remove items such as books, games and DVDs which can't be cleaned effectively so you might want to bring your own entertainment
- Use contactless payments where you can – most businesses can facilitate this
- You may find a thermometer useful
- Keep your phone charged so that you can be contacted by the National Test and Trace System
- Please keep a diary of your movements whilst on holiday, so if you do develop symptoms of coronavirus whilst you are here on Scilly, our Local Incident Response Team can work with the Public Health Protection Team to identify places and people you may have come into contact with locally on the islands to minimise infection.
- Prior to your holiday, consider leaving your vehicle in Penzance with a full tank of petrol should you need to be evacuated.
- Bring your NHS number with you to enable rapid testing

Please do not travel to the Isles of Scilly if you;

- have any symptoms of Covid-19
- have been isolating with someone who is Covid-19 positive
- have been contacted by NHS Test and Trace and asked to self-isolate

Further Information

Transport, accommodation, retail and other hospitality providers, on advice from our Environmental Health and Public Health colleagues will be implementing additional safety and cleaning measures advised by the government to protect you. Please ask your provider for the latest information.

Your accommodation provider and restaurants will be required to keep a temporary register of your contact details.

Our local [Tourist Information](#) website will be publishing a list of what is open and measures in place to keep people safe whilst staying on Scilly.

We will update this web page on a regular basis, along with the [Council website](#) and [Facebook page](#) with latest news and information.

The following websites also contain plenty of useful information;

[Isles of Scilly Travel Guidance](#)

[Bryher Campsite](#)

[Tresco Coronavirus statement](#)

[Tresco Boat Services](#)

[Penzance Helicopters](#)

[St Agnes Boating](#)

[St Martin's](#)

[St Mary's Boating](#)

[St Agnes Campsite](#)

Do I need to follow government guidance whilst on holiday on the Isles of Scilly?

Yes - The Covid-19 virus is still very much with us and it is extremely important to follow government guidance and best practice to minimise the risks both to ourselves and others. You can do this by using face coverings when required, maintaining social distancing, keeping within your social bubbles and handwashing during your holiday. As of 4th July 2020, only two separate households can holiday together

Do I need to wear a face covering?

YES - Transport operators will require you to wear a face covering in line with government guidance travelling to the Isles of Scilly and also when using public transport on holiday. They may refuse transport if you display any symptoms. Please check with your transport provider on the latest safety guidance.

You are also required to wear a face covering in our local pharmacy and health centre.

As of 24th July, it is mandatory to wear a face covering in shops and supermarkets, banks, building societies and post offices. More information on where you are obligated to wear a face covering can be found [here](#).

Wearing a face covering would be greatly appreciated by the community when you are in the busy area of Hugh Town on St Mary's. Individual businesses like hair salons will have their own arrangements to meet guidance so please check.

What are the symptoms of Covid 19?

The symptoms of Covid-19 include;

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

If you have any of these symptoms, you must immediately self-isolate in your holiday accommodation, notify your accommodation provider and arrange for a test by calling the local **Testing Helpline 01626 204950**

What should I do if I or a member of my holiday party have symptoms of Covid 19?

The government guidance states that:

“If a guest is displaying signs of the 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 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”

Given our island location, the Council and private sector partners have developed an **evacuation service** for you and your holiday party so that you can return to Penzance by private transport should you need to. Further information on accessing the Evacuation Service is set out below.

This service has been set up for a number of reasons:

- To meet government guidance
- To enable visitors to get home where they will have access to their usual support structures to get better
- To minimise the impact on health services

How do I access Covid-19 testing on Scilly?

We have commissioned an enhanced community testing process bespoke to the Isles of Scilly that feeds into all the national systems.

If you start experiencing symptoms or are contacted by NHS Test and Trace, you must follow government guidance as follows;

- Inform your accommodation provider
- Self-isolate in your accommodation
- Phone the Testing Helpline on **01626 204950** (Monday to Sunday, 8am-5pm) to arrange for a test.
- Please use your Isles of Scilly holiday address and postcode (TR21, TR22, TR23, TR24, TR25)
- If you are on St Mary's with symptoms a health care professional will come to your accommodation to test you and/or a test will be delivered for you to self-administer.
- If you are on an off island a test will be delivered to you to self-administer.
- Tests will be collected and sent to Truro for analysis as rapidly as possible and results provided to you by phone or email – this is currently 48 hours

- Please keep your phone charged so that you can be contacted with your results and/or the NHS Test and Trace System.

What should I do whilst I'm waiting for my test results?

You and your household must self-isolate in your holiday accommodation. Results are usually provided within 48 hours and we are currently trying to reduce this time no matter which island you are staying on.

How will I receive my test results?

You will be initially contacted by telephone with your test results by the Covid19 Test Co-ordination Team. If the team are unable to contact you by telephone, they will send your results via email to the email address you have provided. The Co-ordination Team will undertake some initial security checks before sharing your test result with you. Currently, your results will also be shared with Health Protection South West and the Local Incident Response Team on the Islands.

What do I do if I have a positive test result?

Please ensure you and your holiday party remain self-isolating in your holiday accommodation and contact the Local Incident Response Team for support and to organise your Personal Evacuation plan. Please contact the Local Incident Response Team by emailing outbreak@scilly.gov.uk

What do I do if I have a negative test result?

If you receive a negative test result but continue to have symptoms, please contact the Local Incident Response Team and talk to your own GP by phone or video, you may still need to evacuate. Please contact the Local Incident Response Team by emailing outbreak@scilly.gov.uk

How do I access support while self-isolating?

If you are self-isolating, we have commissioned Healthwatch Scilly to provide any additional support you may need such as medication, food, etc.

Healthwatch Contact Details

www.healthwatchislesofscilly.co.uk

Tel: 01720 423 037 09:30 – 13:30 Monday to Thursday

Email: contact@healthwatchislesofscilly.co.uk

If you are unable to contact Healthwatch, please contact the Local Incident Response Team outbreak@scilly.gov.uk

What if my holiday is due to end and I come down with symptoms?

If there is not enough time for a test before the end of your holiday, we will discuss your options with you, but you may need to evacuate based on your symptoms and your discussion with your own GP.

What if I feel really unwell with COVID?

Any visitors who require emergency healthcare should dial 999

If you become so unwell that your health needs cannot be met on the Isles of Scilly, the healthcare team on Scilly will arrange for a medical evacuation to the nearest mainland acute hospital. This will either be by the Cornwall Air Ambulance Trust, the Coastguard Search and Rescue Helicopter or in exceptional circumstances, the Royal Navy. Other members of the holiday party must remain self-

isolating in the holiday accommodation until they can be repatriated back to Penzance as part of the **Evacuation Service**.

What is the Evacuation Service?

The evacuation service is a new scheme which has been approved by the Director of Public Health Cornwall and the Council of the Isles of Scilly. The scheme aims to provide reassurance to visitors to the Isles of Scilly if they develop Coronavirus during their holiday and enables the islands to meet government guidance when on holiday.

The service will provide free private transport back to Penzance for a visitor (and their holiday party) who tests positive during their stay or is advised to self-isolate having been contacted by NHS Test and Trace. The service will also ensure that the visitors have a plan in place to get home safely and to minimise infection on their journey home.

The service is funded by a partnership between the Council of the Isles of Scilly, Tresco Estate and the Isles of Scilly Steamship Company. The partnership was formed in response to concerns raised by islanders and visitors over how to meet government guidance and best support visitors and the local community.

Am I eligible for evacuation?

The following visitors are eligible for evacuation;

- 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 whilst on the islands
- Symptomatic individuals (and their holiday party) who have 48 hours or less left of their holiday and/or who will not receive their test results before they are due to travel home.
- Symptomatic individuals (and their holiday party) who have received a negative result and have had a clinical assessment by their own GP that suggests they should evacuate
- The holiday party of someone who has been evacuated for acute covid 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](#)

Who isn't eligible for evacuation?

- Visitors who do not meet the criteria above
- Any visitor who is unable to demonstrate they can continue their onward journey in private transport
- Residents (temporary or permanent) are not eligible for evacuation
- Residents self-isolating on the mainland are not eligible for repatriation to the Isles of Scilly

Do I have to evacuate if I meet the criteria above?

Yes, you will need to be evacuated if you meet the criteria.

Can I stay where I am and return home on the Scillonian III or by plane or helicopter?

No, you will need to be evacuated if you meet the above criteria. Government guidance prohibits you from travelling on public transport if you have coronavirus or have been instructed to self-isolate by NHS Test and Trace.

Who do I contact to arrange evacuation?

If you receive a positive test or are contacted by NHS Test and Trace, please contact the Local Incident Response Team who can support you whilst you self-isolate and arrange your Personal Evacuation Plan for you and your holiday party to return to Penzance.

Email outbreak@scilly.gov.uk

What is my Personal Evacuation Plan?

Your personal evacuation plan will include departure times, method of travel and instructions for your journey back to Penzance. The Evacuation Plan will be shared with Port Health Cornwall. It will also assess your arrangements for your onward journey home and what you need to do to ensure that you are safe and minimise infection on route.

How do I get from my accommodation to the evacuation point?

The Local Incident Response Team will work with your accommodation provider, so please liaise with them about transport of your luggage to the quay/airport. If you have mobility issues these will be taken into consideration.

Where will I be evacuated to?

You will be evacuated to Penzance Quay if travelling by boat, or Penzance Heliport if travelling by air. The method of transportation will depend on the weather conditions on the day. There will not be a choice of method of travel.

There are arrangements in place for your car to be brought to the Penzance arrival point.

How long will the journey back to Penzance take?

If you travel by boat, it will take approximately 1 hour and 45 minutes by jet boat.

If you travel by helicopter, it will take 15 minutes.

How will visitor evacuation be prioritised?

Visitors will be evacuated on a first come first served basis.

Will I be responsible for paying back the costs of evacuation?

NO - You will not be charged for your evacuation from Scilly back to Penzance. You will be responsible for the costs and arrangements travel to the quay / airport and for the onwards journey from Penzance home though we will provide support in making sure that those arrangements are safe. The terms and conditions of your original booking with your travel provider(s) will apply.

If you would like to make a donation towards the service please contact the [Edward McDonald Trust](#) who are supporting the Island Hardship Fund.

How do I get home from Penzance?

There are arrangements in place for your car to be brought to the arrival point in Penzance.

We advise everyone to drive to their departure point rather than travel by public transport. If you do need to evacuate, the Local Incident Response Team will discuss with you your onward journey to make sure you and others will be safe. You will not be permitted to travel on public transport in line with government guidance.

What is an outbreak?

Given the size and location of the islands we will classify a single case as an outbreak. There will be no reason to be alarmed. The purpose of the Local Incident Response Team is to respond quickly and to make every effort that people are supported safely and that infection is minimised.

What if I become unwell with something other than COVID or need some medicine?

Any visitors who require emergency healthcare should dial 999.

Visitors with ongoing chronic health conditions or who require extra supplies of repeat medication should contact their registered mainland GP practice who can arrange for this to be sent electronically to the local pharmacy. Visitors who develop a new medical problem, while on holiday can register temporarily with the local GP practice who will arrange for telephone triage to occur, they should however ring 111 in the first instance.

How do I contact the Isles of Scilly Incident Response Team?

If you have a medical emergency, please call 999

If you require a test, please call 01626204950 mon-sun 8am to 7pm or email

d-ccg.devoncovid19testing@nhs.net

If you have a question which is not addressed within the FAQ's, please email outbreak@scilly.gov.uk

If you require an urgent response, please call the Council of the Isles of Scilly enquiries line on 0300 1234 105 who will pass your message onto the Incident Response Team.

I have no mobile reception in my accommodation, how will the Incident Response Team or NHS Test and Trace contact me?

If you do not have any means of receiving either a telephone call or an email whilst in your accommodation, please ensure you have an alternative contact number which can be used instead. This could be your accommodation provider, a neighbour or a friend. If you are self-isolating in holiday accommodation, you should notify your accommodation provider immediately.

I'm staying on an off island; how will I access a test?

If you are staying on an off island and require a test, the testing helpline will notify the Incident Response Team who will organise a test to be delivered to you by a designated point of contact on your island. Each testing kit will have clear instructions about how and when to do the test. The on-island point of contact will then collect your test at an agreed time and deliver the test to a jet boat which will take it straight to St Mary's quay and onwards to the airport. All tests will be flown out of St Mary's airport and transported to the pathology laboratory for analysis at Treliske Hospital in Truro. Support for the test will be offered if required on a case by case basis.

I used public transport on the mainland to travel to the Isles of Scilly. What happens if I need to be evacuated?

The evacuation procedure will only be implemented if you can demonstrate you can continue home without using public transport. Please consider how you will do this before you come to Scilly.

What happens if I need to be evacuated, but I am too poorly to drive once back in Penzance?

Prior to evacuation, you should contact NHS 111 or your family GP to agree if you are medically fit to travel. If you are too poorly to travel and you are the only one in your holiday party who can drive, you will need to arrange alternative travel from Penzance onwards. If this isn't possible, you may have to remain in your holiday accommodation until you are well enough to travel. You will be liable for additional accommodation costs.

How will I get from my accommodation to the quay or the helipad if I need to be evacuated?

We have a designated point for contact on each off island who will liaise with the Incident Response Team and your accommodation provider to transport you to the quay or the helipad safely. The Incident Response Team, designated transport provider and your accommodation provider will work together to ensure your journey is as safe as it can be for you and for others.

I am travelling to Scilly by private yacht from another country, what travel restrictions are in place?

For all boating queries, please contact St Mary's Harbour Authority directly hm@stmarys-harbour.co.uk or call 01720 422768

I am due to travel to Scilly from Lands End, Exeter or Newquay airports. If I am evacuated to Penzance, how will I return to my vehicle?

The Evacuation service will only take you to Penzance. The Local Incident Response Team will work with individuals to determine the best option for returning home safely, including if you have travelled from these departure points.

In order to support this service; prior to visiting the islands please consider potential contingency plans for your onward journey home. This must not be by public transportation.

Above all else we would like you to have a safe, happy and healthy holiday

This guidance is correct at 30th July 2020. It will be amended on an ongoing basis. If you have any questions email outbreak@scilly.gov.uk.