

COVID PUB INCIDENT – ADMIRAL GUIDANCE

Updated August 2nd 2020

We have also received further clarification from the Department for Health and Social Care (DHSC) on a number of questions regarding positive COVID-19 cases. The Government has also produced posters for premises with guidance on how to manage signs of an outbreak. The poster for pubs is attached:

<https://www.admiraltaverns.co.uk/wp-content/uploads/2020/08/Covid-Outbreak.pdf>

Does a pub need to close if it is contacted by a customer claiming to be COVID positive? If so is there a timeframe? Can they open directly after a deep clean?

- **Should the pub report this to NHS Test & Trace or request the customer to?**
 - Respond to and request the person contacting to book in for a COVID test and to report to NHS Test & Trace directly
 - If a customer has tested positive for COVID, the NHS Test and Trace service will contact the customer automatically to get information about all their recent contacts and locations they have visited.
 - There is no need for the pub to contact NHS Test and Trace.
 - **If there is more than one case of COVID-19 associated with a venue**, you should contact your local health protection team. The local health protection team will undertake a risk assessment and provide public health advice. You can find details of your local health protection team [here](#).

- **What procedure should there be if a staff member tests COVID positive?**

If a staff member tests positive they will be told to self-isolate and will be contacted by NHS Test and Trace and asked to share their contact details. Employers should support workers who need to self-isolate and must not ask them to attend the workplace (7 days home quarantine as long as no high temperature after Day 5).

If there is more than one case of COVID-19 associated with a workplace, employers should contact their local health protection team to report the suspected outbreak. The local health protection team will undertake a risk assessment, provide public health advice, and where necessary establish a multi-agency incident management team to manage the outbreak.

Additionally, Admiral's advice is that **you should immediately:**

- NOT keep this quiet
- Cooperate willingly and fully with Public Health England (PHE) and NHS Test & Trace
- **Contact Admiral (your BDM)**

BDM to immediately

- Contact Houston PR* to assist with the pub's social media messaging

ADMIRAL OVERVIEW

There are layers to these circumstances:

Layer 1 - General

Remember, the England Government Guidance specifically states:

*"If you receive a request for information from NHS Test and Trace **this does not mean that you must close your establishment**. NHS Test and Trace will, if necessary, undertake an assessment and work with you to understand what actions need to be taken."*

Layer 2 - Mandatory

- For single customer / visitor cases the licensee does not proactively have to do anything
- For single staff cases, the staff member must remain at home, quarantined (7 days)
- For multiple cases, Public Health England (PHE) must be proactively contacted
- You must of course willingly and in full comply with all PHE and NHS Test & Trace requests

Layer 3 – Licensee Discretion

Though not mandated, **Admiral recommends** that on being informed of a positive COVID incident in the pub:

1. You should close the pub for a short period (1-2 days)
2. Perform an EXTRA clean
3. You need to manage their social media carefully, therefore seek BDM and HoustonPR assistance
4. You should consider whether to have all staff tested taking into account both safety and customer-reassurance (commercial) considerations
5. If all staff are being tested, it would make sense to keep the pub closed until these test results come in (should be 1-2 days)

*Houston PR – Top Tips

Aside from the alerting us to fact the pub either has COVID or is closing due to customer having it/it being close in the local area the biggest and most important thing for comms is wider information and as much as possible. Forewarned is forearmed and this will help us decide the best way forwards in each situation, as they will differ and we can ensure we have covered all possible risks.

Check **list of licensee questions** for comms planning:

- Find out what the social media activity has been – both on the pub's channel and their staff members, aka are staff members posting about having COVID-19 and the pub shutting or talking about the situation
- Ask what media interest the pub has had so far in closing, if any
- What is the situation with track and trace? Have they been contacted?
- What is the wider media profile of the pub in more normal times – are they engaged with the local media, do they know the reporters or not? This will then help judge whether they are likely to get enquiries