GM CONTACT TRACING CASE MANAGEMENT SYSTEM (CMS)
TRAINING GUIDE

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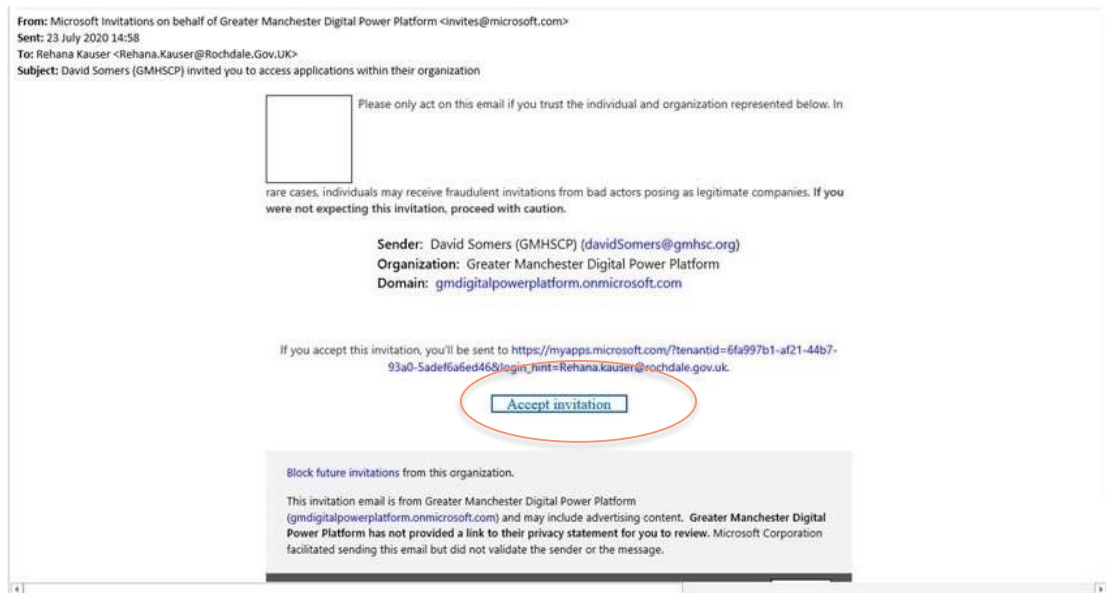   - **Creating the situation**

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OVERVIEW

CONTACT TRACING WEEKLY UPDATE | Greater Manchester Health and Social Care Partnership

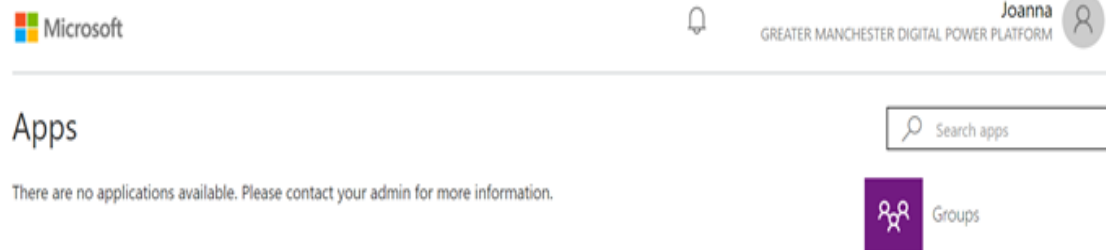## HOW TO LOGIN

STEP 1 - Once your account has been created you will receive an e-mail from Microsoft on behalf of the GM digital Platform. Please accept the invitation in the body of the e-mail

From: Microsoft Invitations on behalf of Greater Manchester Digital Power Platform <invites@microsoft.com>
Sent: 23 July 2020 14:58
To: Rehana Kauser <Rehana.Kauser@Rochdale.Gov.UK>
Subject: David Somers (GMHSCP) invited you to access applications within their organization

Please only act on this email if you trust the individual and organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. If you were not expecting this invitation, proceed with caution.

Sender: David Somers (GMHSCP) (davidSomers@gmhsc.org)
Organization: Greater Manchester Digital Power Platform
Domain: gmdigitalpowerplatform.onmicrosoft.com

If you accept this invitation, you'll be sent to https://myapps.microsoft.com/?tenantid=6fa997b1-af21-44b7-93a0-5adef6a6ed46&login_hint=Rehana.kauser@rochdale.gov.uk.

Accept invitation

Block future invitations from this organization.

This invitation email is from Greater Manchester Digital Power Platform (gmdigitalpowerplatform.onmicrosoft.com) and may include advertising content. **Greater Manchester Digital Power Platform** has not provided a link to their privacy statement for you to review. Microsoft Corporation facilitated sending this email but did not validate the sender or the message.

STEP 2 - If successful you are taken to the Greater Manchester Digital Power Platform

Microsoft

Joanna
GREATER MANCHESTER DIGITAL POWER PLATFORM

Apps

Search apps

There are no applications available. Please contact your admin for more information.

Groups

HOW TO LOGIN

STEP 3 - To then access the case management system please copy and open this link into Microsoft Edge web browser, where you will be prompted for your local organisations username and password details to login

https://gmcattdev0.crm11.dynamics.com/main.aspx?appid=6dffd311-c993-4f45-bd41-f2e9a055731f

STEP 4 – Once logged in, you should be presented with this screen, which will differ slightly depending on the permissions you've been given
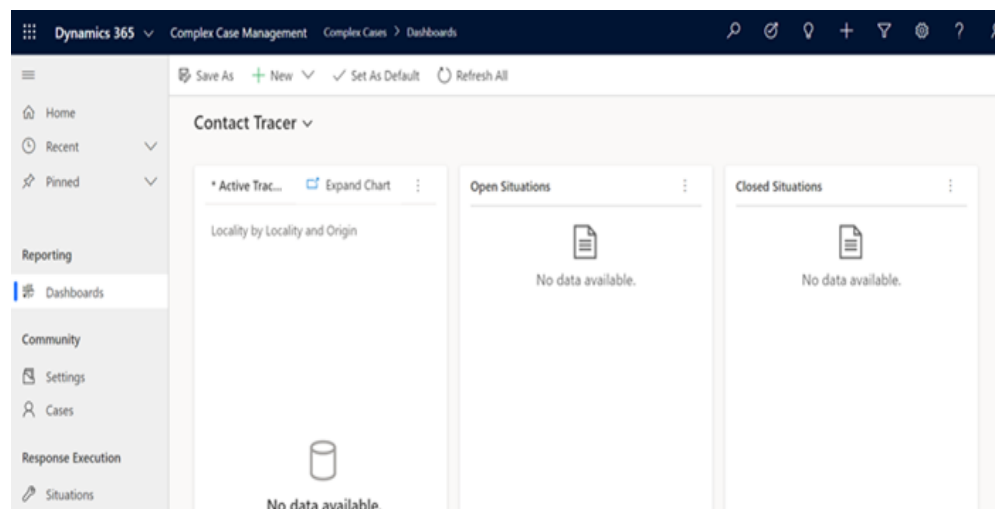
USER ROLES

User Roles ensure that those with access to the GM CT CMS are only authorised view information relevant to their role and responsibilities. The following four user roles have been created, with the analyst role to be further outlined and agreed post MVP launch

ADMINTRATOR- responsible for maintenance of the system, uploading new cases and has access to all locality records.

CASE MANAGER- responsible for undertaking/co-ordinating contact tracing and consequence management. Only has access to cases allocated to them by supervisor.

SUPERVISOR - responsible for triaging new cases once in the system, allocating to case managers and escalating cases into GM Hub for triaging where appropriate. This role will also have access to all locality records

ANALYST - responsible for extracting data from the system and using as required for local reporting and analysis. This role will not have access to any records and the data extracted will be anonymised

NAVIGATION PANEL

**DASHBOARDS -** Depending on your user role you will have 1 or more dashboard views available, each providing collections of view lists and charts, that pull in key information pertinent to that role. For example, a Contact Tracer role will see situations open and closed, allocated to them

SETTINGS – contains a list of settings within GM. Initially this will include Hospitals, Care Homes, Schools and Primary Care Settings. If a setting does not exist it can also be added as a new record
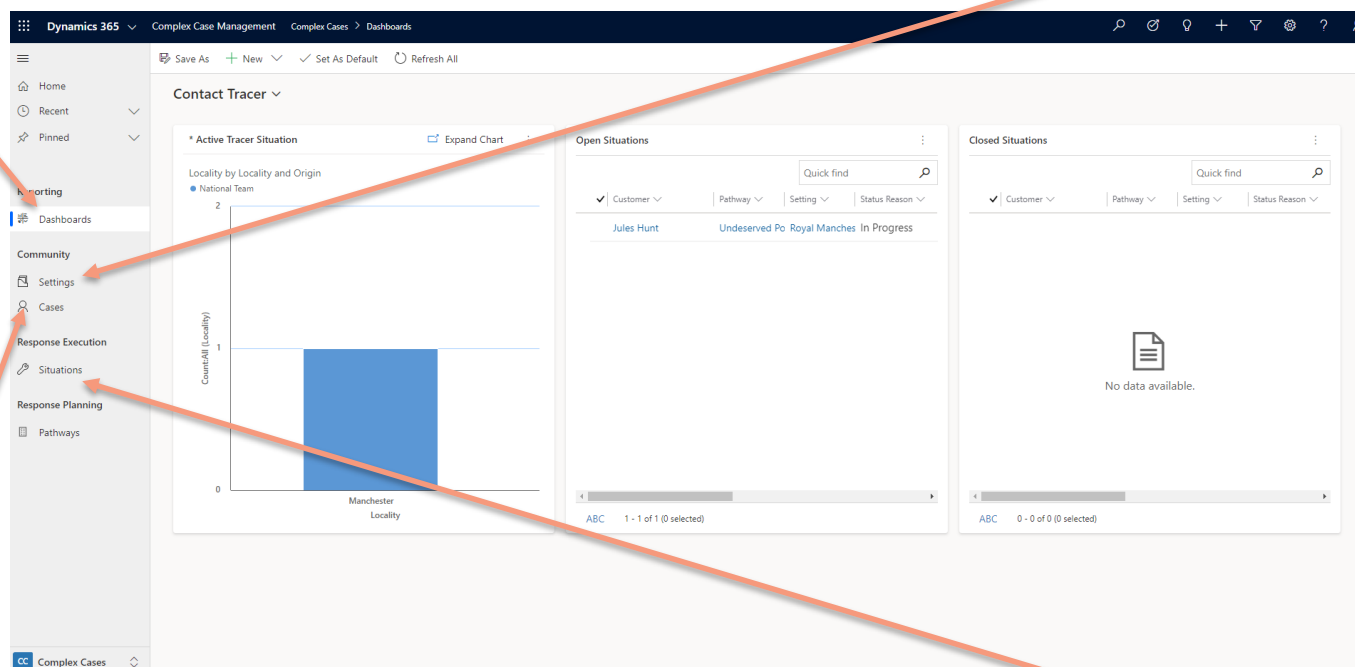
CASES – contains a record of all individuals created within the system. Primarily this is used to record confirmed (and possible) index case details, but is also used to record details of managers within settings who are assisting with CT activities, plus as a way of recording 'Contacts' that require Level 3 follow up. See the next slide for further details

SITUATIONS – A 'situation' is created when a 'case' and 'setting' are linked. See slide 9 for further details

TERMINOLGY

CASE = INDIVIDUAL

A case within the system is essentially a person or an individual record, these are categorised in three ways:

1. **INDEX –** An Index 'case' is used to record the details of the individual who has COVID symptoms (for possible cases) or the details of the individual who has a confirmed COVID test result (for confirmed cases). For example Priti Patel has tested positive for COVID, the case has been escalated to level 1 after confirmation that she had attended her local GP surgery (Kearsley Medical Centre) whilst symptomatic.

2. **SETTING –** A setting 'case' is used to record the details of a manager or individual who works within a setting who is assisting with Contact tracing activities. For example Derek Jones, Practice Manager at the Kearsley Medical Centre who is the main point of contact for the GM Hub who are undertaking contact tracing activities after a confirmed case in the surgery (Priti Patel)

3. **CONTACT -** A contact 'case' is used to record the details of a confirmed direct or proximity contact of an index case who requires follow up by contact tracers at Level 3. For example Ben Brown was identified as 'contact' of 'Priti Patel' as he was believed to be in the surgery waiting room in close proximity to her at the time of her visit

TERMINOLGY

SETTINGS + CASE = SITUATION

A situation is created when a case and setting are linked by an event. There are 5 types of situations that can be recorded in the system, categorised by severity:

1. **ENQUIRY –** For use at a local level if an enquiry has been received, not related to a specific possible or confirmed COVID case. For example, from a local business asking for COVID advice and guidance

2. **SETTING WITH POSSIBLE CASE –** For use at a local level, if an enquiry has been received from a setting about a possible COVID case. For example, a school have been in contact about pupil x who is unwell with COVID symptoms, has been sent home to self isolate and is awaiting the outcomes of a test result. In this instance a situation can be created, and any advice given can be recorded. If later, a positive test result is confirmed for pupil x, the severity level can be upgraded to 'setting with a confirmed case' and if required the case can be escalated to the GM Hub for Contact Tracing.

3. **SETTING WITH ONE CONFIRMED CASE -** For use at both a GM and local level, if a) a positive case has been referred from level 2/3 to level 1 for contact tracing in the setting or b) at a local level confirmation has been received of a new confirmed case linked to a settings.

4. **CLUSTER (2 CASES; NO EVIDENCE OF TRANSMISSION) –** As per 3.

5. **OUTBREAK (2 OR MORE CASES LINKED TO TIME AND PLACE) –** As per 3.

DASHBOARDS – Contact Tracer/Case Manager

Depending on your user role you will have 1 or more dashboard views available, each providing collections of view lists and charts, that pull in key information pertinent to that role. Below is the Contact Tracer dashboard where if you are involved in local or GM case management, you will see any situations that are allocated to you, whether open or closed.

CONTACT TRACING WEEKLY UPDATE | Greater Manchester Health and Social Care Partnership
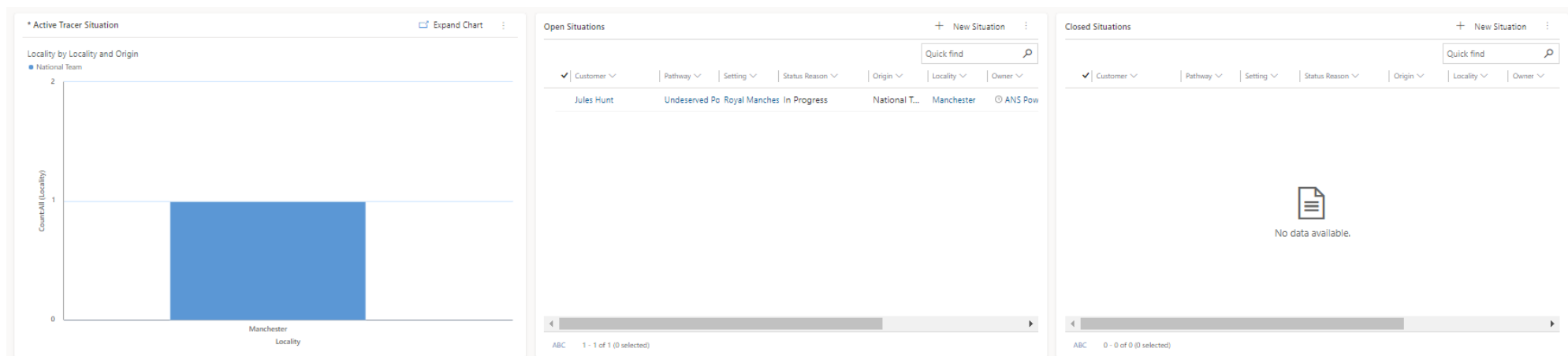
DASHBOARDS – Locality Overview

The Locality Dashboard is for those who are supervising or managing locality SPOCS. This view currently provides information on any open situations broken down by 1) for information 2) for preparedness and 3) for action as per the GM SOP categorisations.
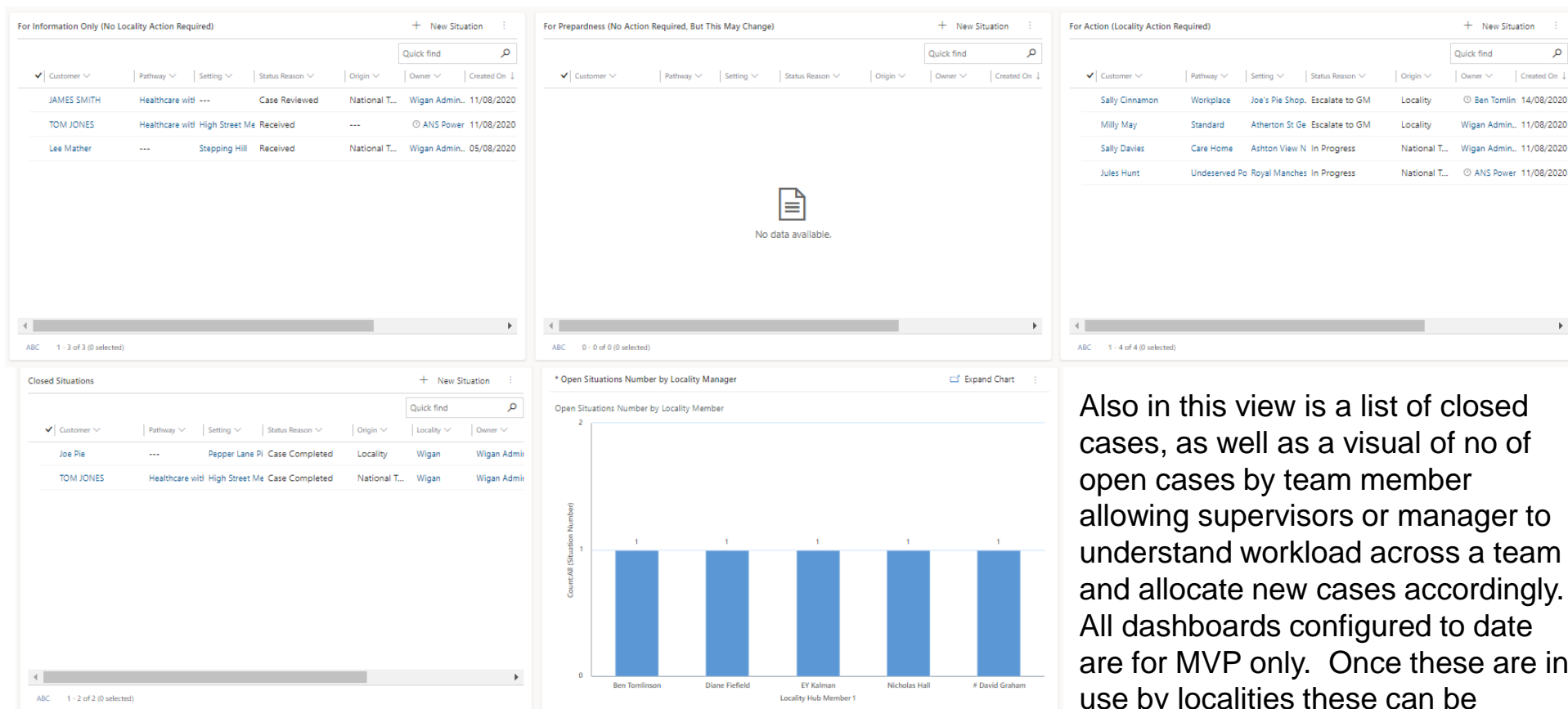
Also in this view is a list of closed cases, as well as a visual of no of open cases by team member allowing supervisors or manager to understand workload across a team and allocate new cases accordingly. All dashboards configured to date are for MVP only. Once these are in use by localities these can be tailored depending on need in future iterations of the application release

DASHBOARDS – GM Admin

The GM Admin Dashboard is to support Business Support Officers within the Hub to manage the upload, triaging and closure of confirmed cases. This view currently provides information on active situations, any open situations by locality, situations for triaging, for closing and de-escalation, those situation where there are contacts for level 3 follow
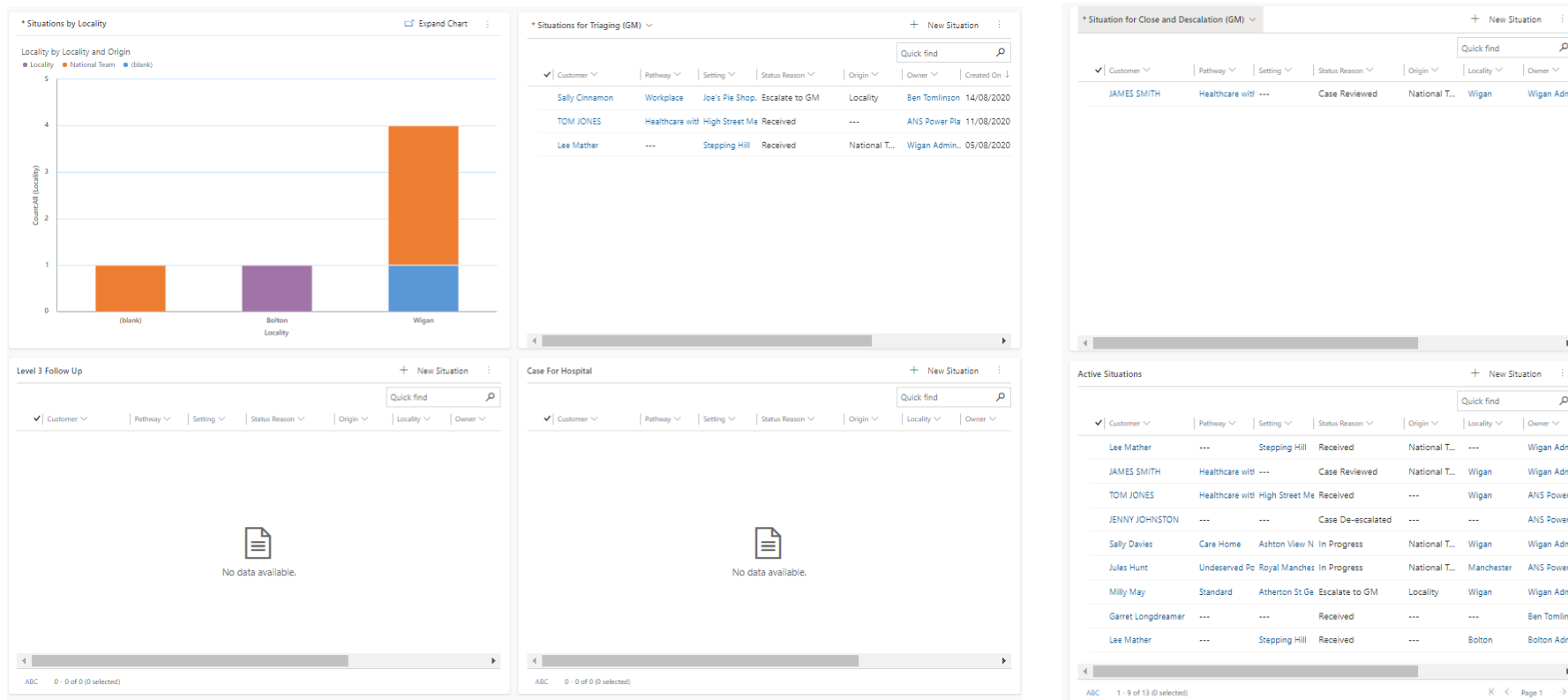
DASHBOARDS – GM Supervisor

The GM Supervisor Dashboard is to support managers within the GM Hub to manage the triaging, delegation and then review of closed confirmed cases.
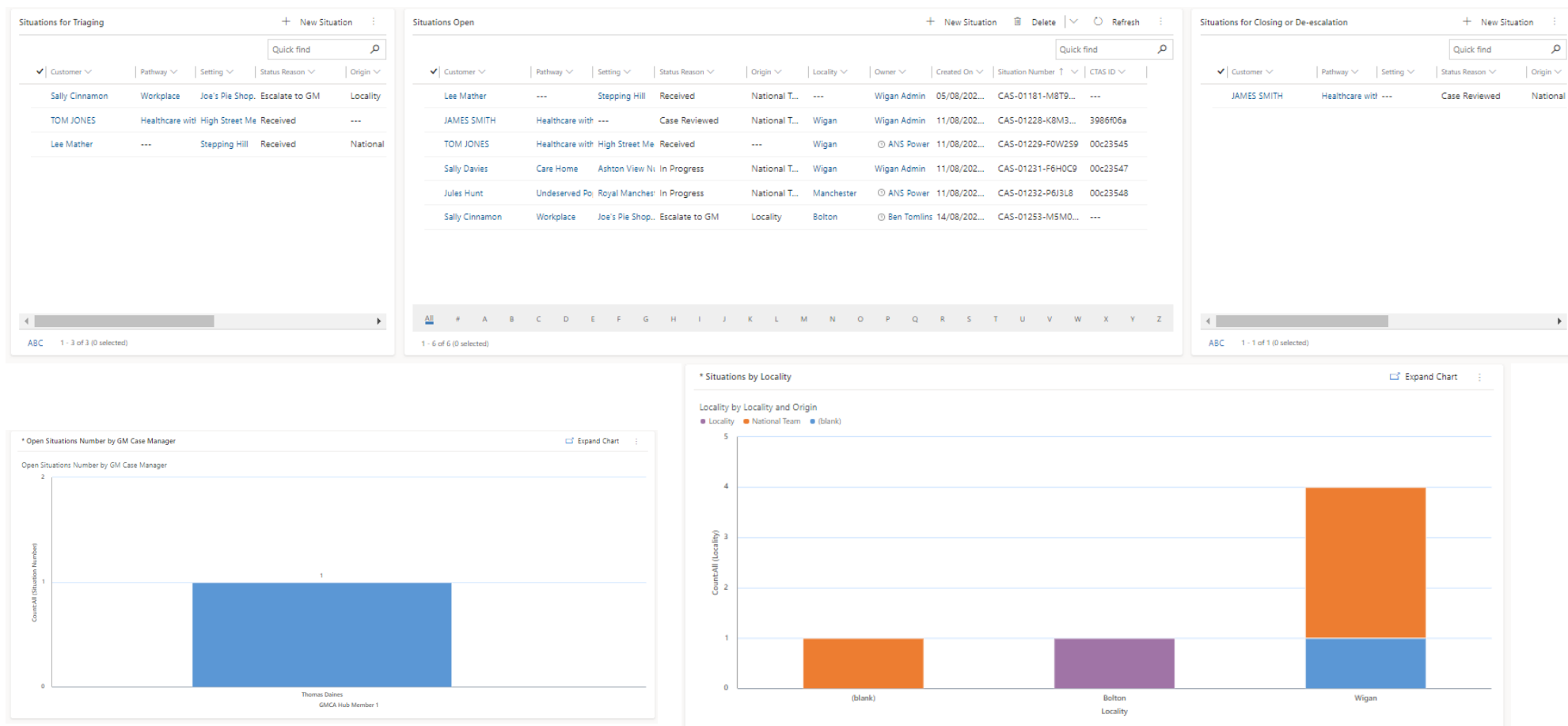
CREATING A NEW SITUATION
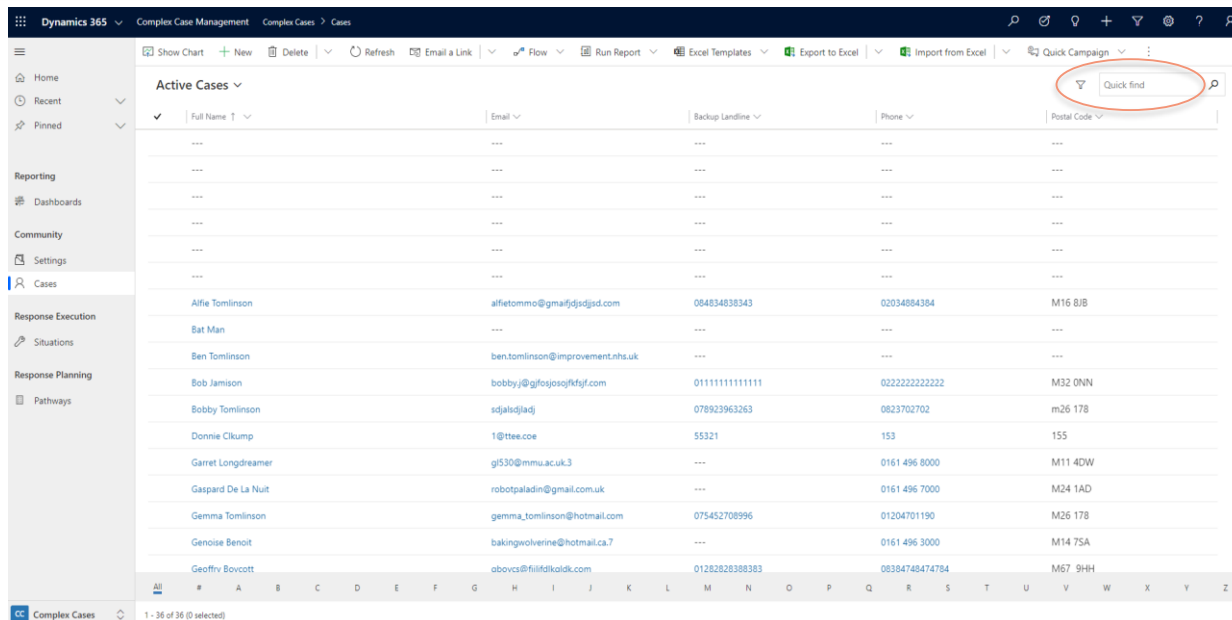
FINDING OR CREATING A CASE

Depending on the type of situation, the first step is to create one or more 'cases' if they do not already exist in the system.

1. **ENQUIRY –** For enquiries, a setting 'case' will be required for the person who has made the initial enquiry. For example Joe, the Manager of a local pie shop. For enquiries there will be no index or contact 'case'.

2. **SETTING WITH POSSIBLE CASE –** For possible cases, as index 'case' will be required for the person with COVID symptoms. For example Lucy Nunn, pupil at St Saviours School. In addition, depending on the source of the referral, an additional setting 'case' will need to be created if it does not already exist – this will be the manager/employee from the setting if they made the referral. For example Lucy's Headteacher, Joe Boulger from St Saviours School.

3. **SETTING WITH ONE CONFIRMED CASE –** For confirmed cases, the same as possible cases apply – the case i.e the person with a confirmed test is created as a index 'case', and then the Manager or employee at the setting where contact tracing is undertaken is created as a setting case

4. **CLUSTER (2 CASES; NO EVIDENCE OF TRANSMISSION) –** For clusters, the same as confirmed cases apply

5. **OUTBREAK (2 OR MORE CASES LINKED TO TIME AND PLACE) –** For outbreaks, the same as confirmed cases apply

FINDING OR CREATING A CASE - Enquiries

STEP 1 – In order to create a new situation the first task is to ascertain if the case already exists in the system. Once within 'Cases', navigate to the quick find option in the far right had corner and search for the person in mind. If the person is found, please go to 'Finding or creating a setting' on slide 18
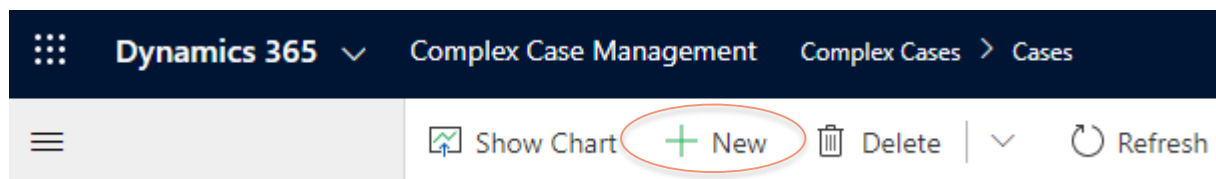

STEP 2 - If you cannot find the person, you will need to add them by clicking on the '+New' button at the top of the page

FINDING OR CREATING A CASE - Enquiries

STEP 3 – When creating a new case, if the situation type is an enquiry, the 'case' in this instance will be the person from the setting who has made the initial enquiry.

Please click on the drop down in the top right hand corner of the page and select 'Setting' as 'Relationship Type'

New Case Name

Index
Relationship Type | Ben Tomlinson
Owner | Active
Status Reason

Summary - Index   Address   Social Pane   Access Team (Hidden)

CONTACT INFORMATION

GMCA ID ---

CTAS ID * ---

Forename * ---

Surname * ---

Email ---

Postal Code ---

Phone ---

Backup Landline ---

RELATED SITUATIONS

New Case Name

Setting
Relationship Type | **Ben Tomlinson**
Owner | Active
Status Reason

Summary - Setting   Address   Social Pane   Access Team (Hidden)

Relationship Type   Setting   More Header Fields

Owner   * ⊙ 🔍 Ben Tomlinson

Status Reason   **Active**

Forename * ---

Surname * ---

Job Title ---

Phone ---

Backup Landline ---

Email ---
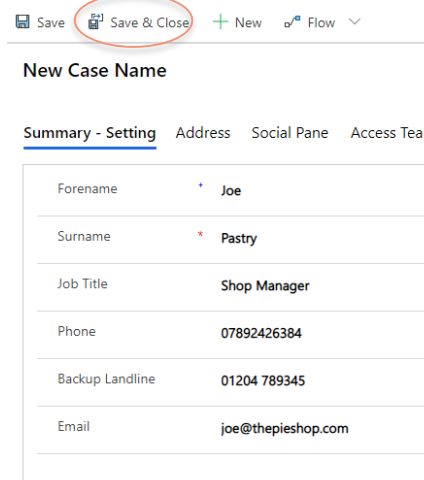
Activate Windows

FINDING OR CREATING A CASE - Enquiries

STEP 4 – Complete as many fields as possible on the 'Summary – setting' tab, then save and close.

Once you have created your setting manager, go to 'Finding or creating a setting' on slide 18
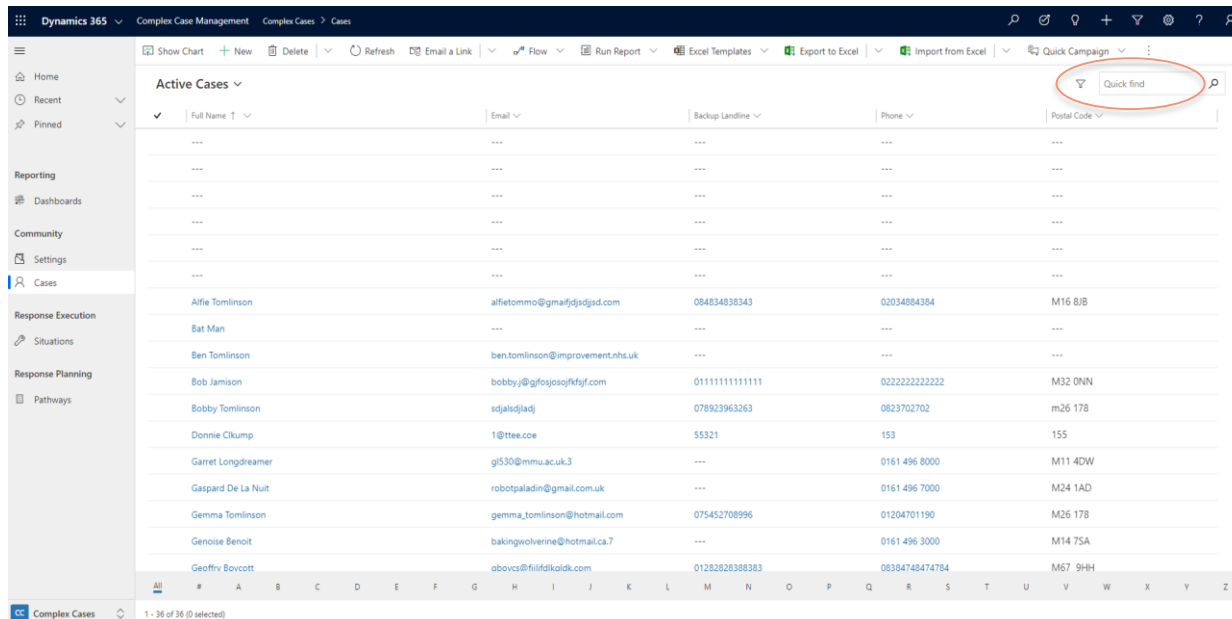
Save   Save & Close   + New   Flow

New Case Name

Summary - Setting   Address   Social Pane   Access Team

Forename	Joe
Surname	Pastry
Job Title	Shop Manager
Phone	07892426384
Backup Landline	01204 789345
Email	joe@thepieshop.com

FINDING OR CREATING A CASE - possible/confirmed case, cluster or

STEP 1 – In order to create a new situation the first task is to ascertain if the case already exists in the system. Once within 'Cases', navigate to the quick find option in the far right had corner and search for the person in mind. If the person is found, please go to 'Finding or creating a setting' on slide 18

STEP 2 - If you cannot find the person, you will need to add them by clicking on the '+New' button at the top of the page

FINDING OR CREATING A CASE - possible/confirmed case, cluster or

STEP 3 – When creating a new case, if the situation type is anything other than an enquiry, the 'case' in these instances will be the person with COVID symptoms or with a confirmed positive test.

Please click on the drop down in the top right hand corner of the page and select 'Index Case' as 'Relationship Type'

New Case Name

Index — Relationship Type | Ben Tomlinson — Owner | Active — Status Reason

Summary - Index   Address   Social Pane   Access Team (Hidden)

CONTACT INFORMATION

GMCA ID	---
CTAS ID	---
Forename	Joe
Surname	Pastry
Email	joe@thepieshop.com
Postal Code	---
Phone	07892426384
Backup Landline	01204 789345

RELATED SITUATIONS

Index Relationship Type	**Ben Tomlinson** Owner
	Active Status Reason
Relationship Type	Index
Owner	* ⑦ 𝗫 Ben Tomlinson
Status Reason	Active

FINDING OR CREATING A CASE – possible/confirmed case, cluster or

STEP 3 – Complete the fields within the 'summary' and 'address' tabs.

Once you have created your index case, go to slide 12 to find or create a setting manager.

New Case Name

Summary - Index   Address   Social Pane   Access Team

CONTACT INFORMATION

GMCA ID	---
CTAS ID	---
Forename	Sally
Surname	Cinnamon
Email	sallycinnamon@hotmail.com
Postal Code	Bl4 8pp
Phone	07892426384
Backup Landline	01204 789345
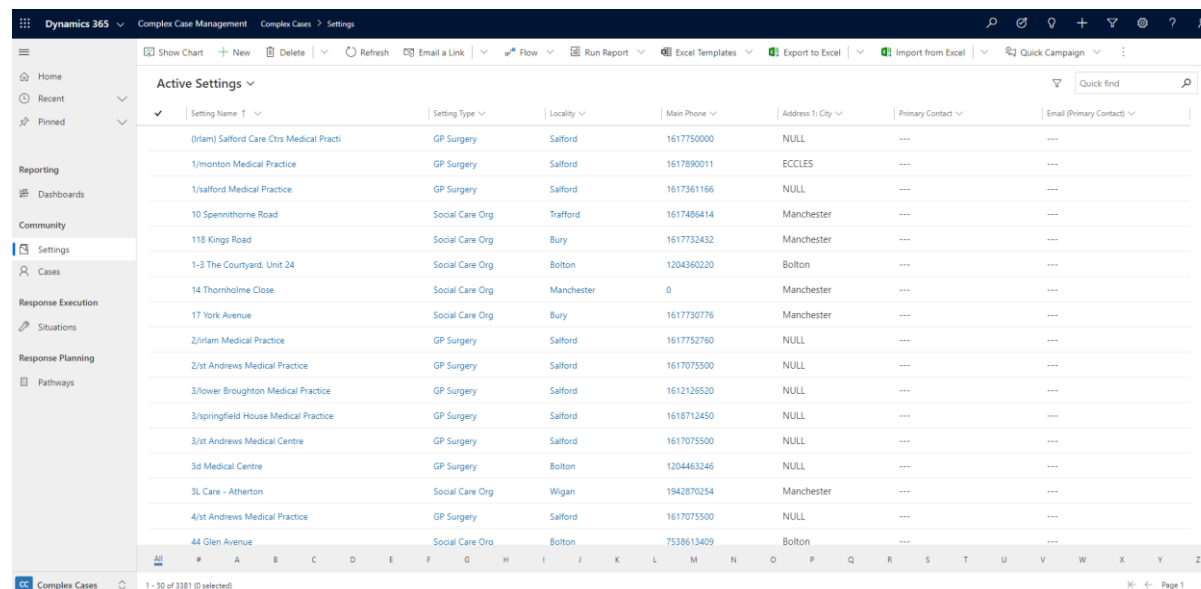
New Case Name

Summary - Index   **Address**   Social Pane   Access Team

House Number	21 Derwent Drive
Address 1: Street 2	Kearsley
Address 1: Street 3	---
Address 1: City	Bolton
Address 1: State/Province	---
Postal Code	Bl4 8pp
Address 1: Country/Region	---
Locality	---

FINDING OR CREATING A SETTING

STEP 1 – Once a case has been created, whether that's an index case, Setting Manager or both, before creating a situation you will need to ascertain if the setting it exists in the system already. Once within settings, navigate to the quick find option in the far right had corner and search for the setting in mind. If the setting is found, please go to 'creating the situation' on slide 21 (for enquiries) or 24 (for possible/confirmed/cluster/outbreak)

STEP 2 - If you cannot find the setting, you will need to add a new setting by clicking on the '+New' button
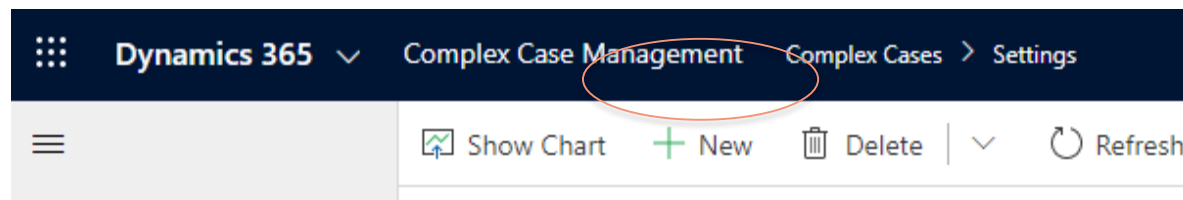
FINDING OR CREATING A SETTING

STEP 3 – Complete the following fields as a minimum on the Summary page;
 - Setting Name
 - Locality
 - Setting Type

New Setting

Summary   Child Settings   Contacts   Social Pane   Address   Access Team

Account Information

Setting Name	*	Joe's Pie Shop
Locality		Bolton
Setting Type	*	Restaurant/Food Outlet

STEP 4 – Click on the Address tab to add the setting address details

JP Joe's Pie Shop
Setting

Summary   Child Settings   Contacts   Social Pane   **Address**

ADDRESS

Address 1: Street 1	434 Bolton Rd
Address 1: Street 2	Kearsley
Address 1: Street 3	---
Address 1: City	Bolton
Address 1: State/Province	---
Address 1: ZIP/Postal Code	BL4 8NJ
Address 1: Country/Region	---

FINDING OR CREATING A SETTING

STEP 5 – Finally click on the Contacts tab to add the setting address details. Go to add existing case name, search for manager and then add. Once saved, please go to 'creating the situation' on slide 21 (for enquiries) or 24 (for possible/confirmed/cluster/outbreak)

JP **Joe's Pie Shop**
Setting

Ben Tor
Owner

Summary   Child Settings   Contacts   Social Pane   Address   Access Team (Hidden)   Related

+ New Case Name   Add Existing Case Na...

✓ | Full Name ↑ ∨   Email ∨

Joe Boulger   headteacher@school.com

CREATING THE SITUATION - enquiries

STEP 1 – In order to create a new situation (enquiry) navigate to the situations screen from the navigation panel and click '+New Situation'

CREATING THE SITUATION - enquiries

STEP 2 – Once the new situation screen is open, navigate to the top right-hand corner and click on the drop down next to status and set the Origin to 'Locality' and the severity to 'Enquiry'

STEP 3 – Next search for the setting manager under the customer field, then move to the setting details section underneath and populate accordingly. Finally add into the collaboration panel the individual who will be allocated this situation to manage

CREATING THE SITUATION - enquiries

STEP 4 – Finally click save at the top and then once the page has reloaded press the assign button, click on 'Me' and then in the 'User or team' field look for your locality admin name and click assign

CREATING THE SITUATION - possible/confirmed case, cluster or

STEP 1 – In order to create a new situation (possible/confirmed case, cluster or outbreak) navigate to the situations screen from the navigation panel and click '+New Situation'

CREATING THE SITUATION - possible/confirmed case, cluster or

STEP 2 – Once the new situation screen is open, navigate to the top right-hand corner and click on the drop down next to status and set the Origin to 'Locality' and the severity to either 'setting possible', 'setting confirmed', 'cluster' or 'outbreak'

STEP 3 – Next search for the index case under the customer field, then move to the case details section underneath and populate accordingly , followed by the setting details.

CREATING THE SITUATION - possible/confirmed case, cluster or

STEP 4 – Next add into the collaboration panel the individual who will be allocated this situation to manage

STEP 5 – Next save at the top and then once the page has reloaded press the assign button, click on 'Me' and then in the 'User or team' field look for your locality admin name and click assign

CREATING THE SITUATION - possible/confirmed case, cluster or

STEP 5 – For situations on creation that are 'setting confirmed', 'cluster' or 'outbreak', that require escalation to the GM Hub, navigate to the top right-hand corner and click on the drop down next to status and set 'status' to 'Escalate to GM' and then save and close

MANAGING & CLOSING A SITUATION

OVERVIEW

Once a situation has been created, it should of been assigned to an individual to undertake contact tracing, co-ordination of consequence management activities or both. The following slides highlight for each type of situation the key functionality when managing and then closing a situation

ENQUIRIES

SUMMARY – A free text box is available to record both the nature of the enquiry and the advice given

STATUS – Once the enquiry is being dealt with, the status should be changed to 'In Progress', then once complete, should be changed to 'Case Completed'

Joe Boulger
Situation

Locality | Enquiry (No confirmed or possible case) | Bolton Admin | In Progress
Origin | Severity | Owner | Status

Complex Case
Active for 33 minutes

Triage (33 Min) — Action — Monitor — Complete

Summary   Contact Tracing   Social Pane   Collaboration (Hidden)   Related

Customer * Joe Boulger

INITIAL MANAGEMENT SUMMARY

13/08/2020
- Joe Boulger the manager of Joe's Pie Shop contacted the hub for advice about reopening his premises

14/08/2020
- Made contact with Mr Boulger and advised him about new COVID Secure guidelines and how to promote social distancing within the factory part of the premises where the pies were made.

SETTING DETAILS

Locality — Bolton

Locality Requirement — For Action (Locality Action Required)

Locality Notified — No

Setting Type — Restaurant/Food Outlet

Setting — Joe's Pie Shop

Setting Manager — ---

Initial Management   + New Task

✓ | Activity Status ∨ | Subject ↑ ∨ | Description ∨

No data available.

COLLABORATION

GMCA Hub Member
1

Locality Hub Member
1
Ben Tomlinson

ACTIONS – Actions can be recorded by the case manger depending on the nature and complexity of the enquiry

ENQUIRIES

LOCALITY DASHBOARD –
Once an enquiry is closed it will appear in the locality dashboard 'closed situations' list
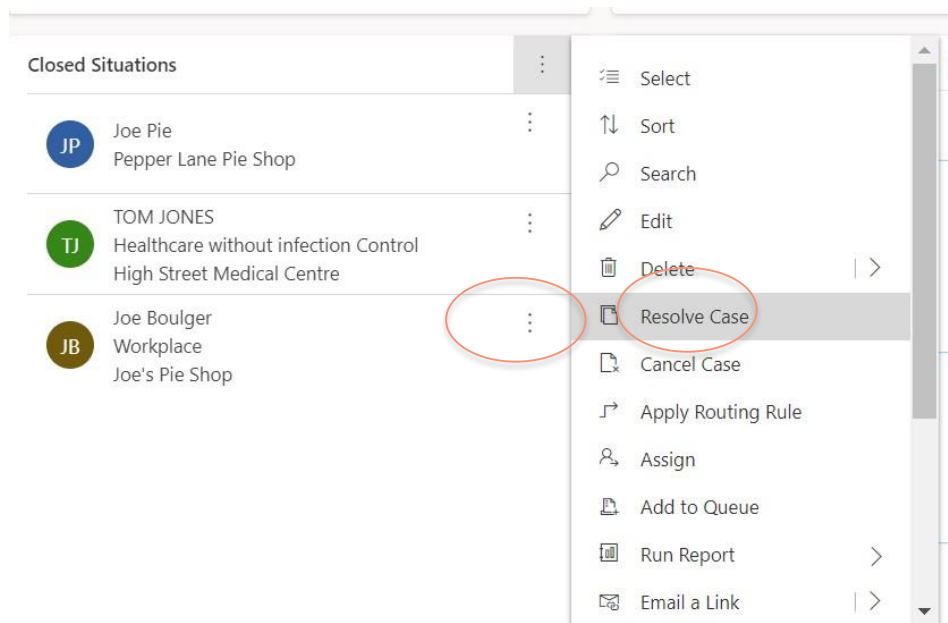
ENQUIRIES

RESOLVING A SITUATION –
Resolving a situation should be done by the locality administrator who would be alerted to this from their locality dashboard

To resolve the situation, click on the three dots next to the case and then click resolve case, and then confirm.

Finally set the resolution type to 'Case Completed' and click save and close.

The situation should then disappear from the dashboard.

Closed Situations

JP Joe Pie
Pepper Lane Pie Shop

TJ TOM JONES
Healthcare without infection Control
High Street Medical Centre

JB Joe Boulger
Workplace
Joe's Pie Shop

- Select
- Sort
- Search
- Edit
- Delete
- Resolve Case
- Cancel Case
- Apply Routing Rule
- Assign
- Add to Queue
- Run Report
- Email a Link

Quick Create: Case Resolution

Resolution Type   *   Case Completed

Remarks   ---

SETTING WITH A POSSIBLE CASE

SUMMARY – A free text box is available to record both the nature of the possible case and the advice given

STATUS – Once the possible case is being dealt with, the status should be changed to 'In Progress', then once complete, should be changed to 'Case Completed'

ACTIONS – Actions can be recorded by the case manger depending on the nature and complexity of the enquiry

SETTING WITH A POSSIBLE CASE

LOCALITY DASHBOARD – Once an enquiry is closed it will appear in the locality dashboard 'closed situations' list

SETTING WITH A POSSIBLE CASE
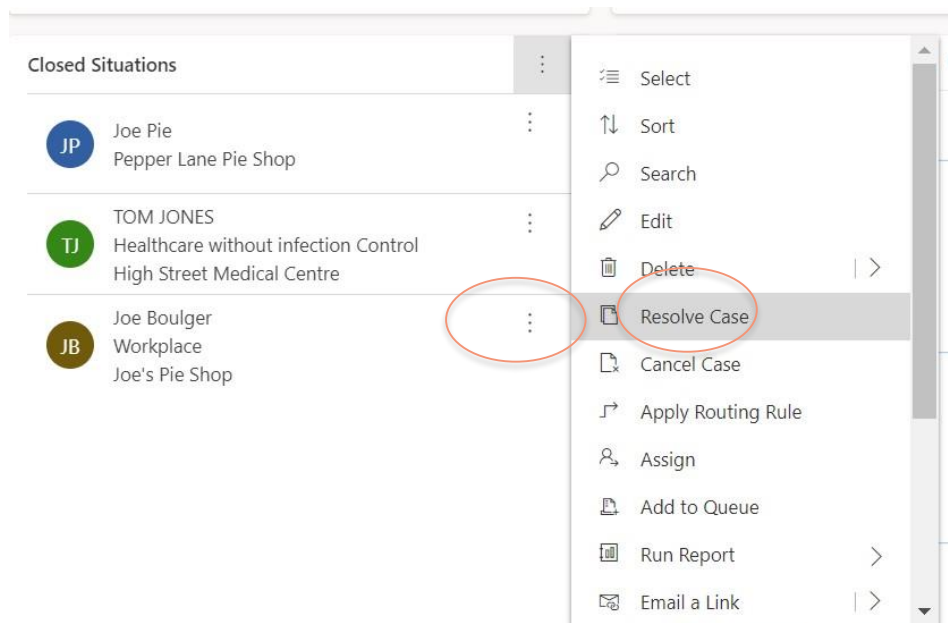
RESOLVING A SITUATION –
Resolving a situation should be done by the locality administrator who would be alerted to this from their locality dashboard

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Closed Situations

JP — Joe Pie
Pepper Lane Pie Shop

TJ — TOM JONES
Healthcare without infection Control
High Street Medical Centre

JB — Joe Boulger
Workplace
Joe's Pie Shop

Select
Sort
Search
Edit
Delete
Resolve Case
Cancel Case
Apply Routing Rule
Assign
Add to Queue
Run Report
Email a Link

Quick Create: Case Resolution ✕

Resolution Type * Case Completed

Remarks ----

SETTING WITH A POSSIBLE CASE TURNS INTO A CONFIRMED CASE

SUMMARY – Within the same summary box any further update for the case can be added

STATUS & SEVERITY – The severity should now be upgraded to a 'setting with a confirmed case'. If contact tracing is required of the GM Hub, the status should be changed to 'Escalate to GM'. For contact tracing and consequence management please refer to slide

---

Sally Cinnamon
Situation

Locality — Origin | Setting with one confirmed case — Severity | Ben Tomlinson — Owner | Escalate to GM — Status

Complex Case
Active for 2 minutes

Triage (2 Min) — Action — Monitor — Complete

Summary | Contact Tracing | Social Pane | Collaboration (Hidden) | Related

Customer * Sally Cinnamon

CASE DETAILS

ID: CAS-01253-M5M0X6

CTAS ID: ---

Pathway: Workplace

Care Home: No

Covid Status: Awaiting Test Result

Onset Date: 13/08/2020

Activity Date: 12/08/2020

Activity Postcode: BL4 82R

Able to Identify all Contacts?: No

Activity Details and Comments: Received call today from Joe's Pie Shop in Bolton regarding a member of staff who tested positive for COVID earlier today. Staff member (Sally Cinnamon) worked in the shop the day prior to testing positive.

SETTING DETAILS

Locality: Bolton

Locality Requirement: For Action (Locality Action Required)

Locality Notified: No

Setting Type: Restaurant/Food Outlet

Setting: Joe's Pie Shop

INITIAL MANAGEMENT SUMMARY

14/08/2020
- Spoke to Manager (Mr Boulger) and advised member of staff to self-isolate and book for a test
  - All staff to be advised of social distancing guidelines and reminded of use of PPE
- Mr Boulger to call back once outcome of test confirmed

16/08
- Manager called back today to confirm positive test result.
- All staff who were on shift with index case have been sent home to self-isolate and have been advised to book a test
- Shop shut whilst deep clean is undertaken
- Advised Manager GM Hub will be in touch to follow up on contact tracing

Initial Management | + New Task | Add Existing Task | Refresh

✓ Activity Status	Subject ↑	Description
Completed	1. Provide Infection Control Advice	Yes
Completed	2. Advise about Self Isolation	Yes
Completed	3. Advise Regarding Testing	Yes

CONTACT TRACING METRICS, ACTIONS & SUMMARY

--- | + New Task | Add Existing Task | Refresh

✓ Activity Status	Subject ↑	Description
Open	1. Initial contact made with the setting	---
Open	2. Setting checklist complete	---

Contact Tracing Complete: No

CONSEQUENT MANAGEMENT AND DIRECT SUPPORT METRICS, ACTIONS AND SUMMARY

+ New Task | Add Existing Task | Refresh

✓ Activity Status	Subject ↑	Description
Open	1. Have any consequence management issues been identified?	---
Open	2. Have these issues been resolved?	---

SETTING WITH A CONFIRMED CASE, CLUSTER OR OUTBREAK

CONTACT TRACING AND CONSEQUENCE MANAGEMENT – Two free text boxes are available to summarise contact tracing activities whether carried out at a GM or Locality level, and a separate box underneath for localities to specifically record any consequence management activities that have taken place. Similarly, there are some set actions for each that need completing as they are undertaken – please click on the action, add 'Yes' to the description, mark complete and the close.


JOINT MANAGEMENT – When jointly working on a case at a GM and local level, the Contact tracing and Consequence management toggle buttons are used to indicate these these separate activities have been completed

SETTING WITH A CONFIRMED CASE, CLUSTER OR OUTBREAK

SETTINGS WHERE LEVEL 3 CONTACT FOLLOW UP IS REQUIRED – In some cases, particularly where a large number of contacts have been identified in a setting, these can be passed back to the national team for follow up. In order to this using the system, please 1) navigate to the three dots in the top right hand corner of the screen, click flow, then click on 'Flow (FormsPro) send contact tracing request to setting' 2) Click run flow and finally 3) click done
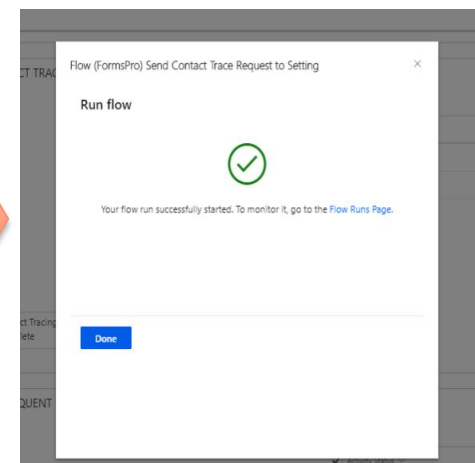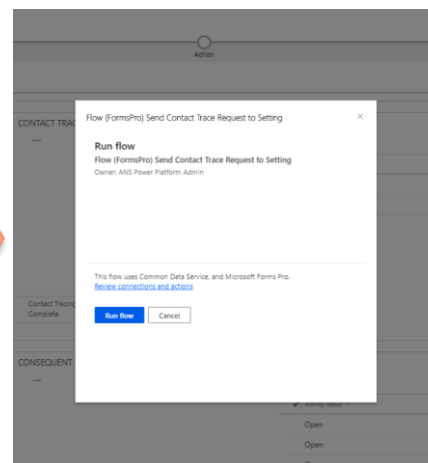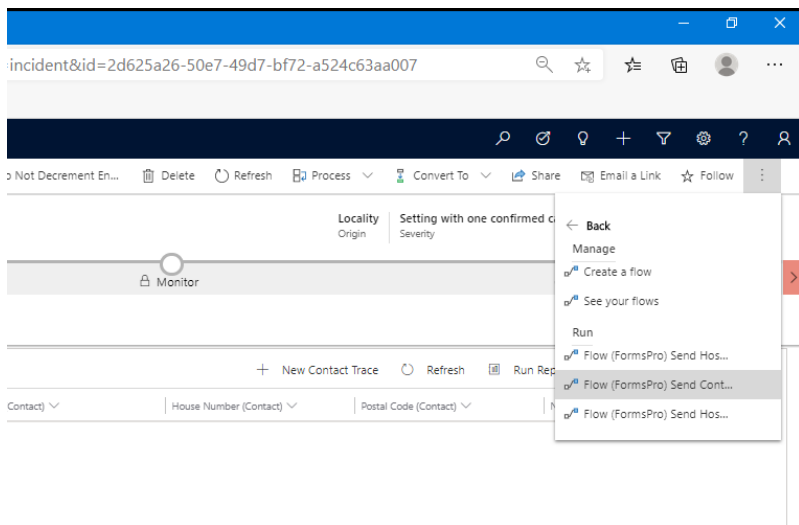
Once the flow process has run, the setting manager will receive an e-mail with a link to an online form for them to complete for each contact. Once complete they can submit and the information will then appear back in the CMS in the contact tracing tab. Once all contacts have been identified please click on the 'Level 3 Contacts Collected' toggle.
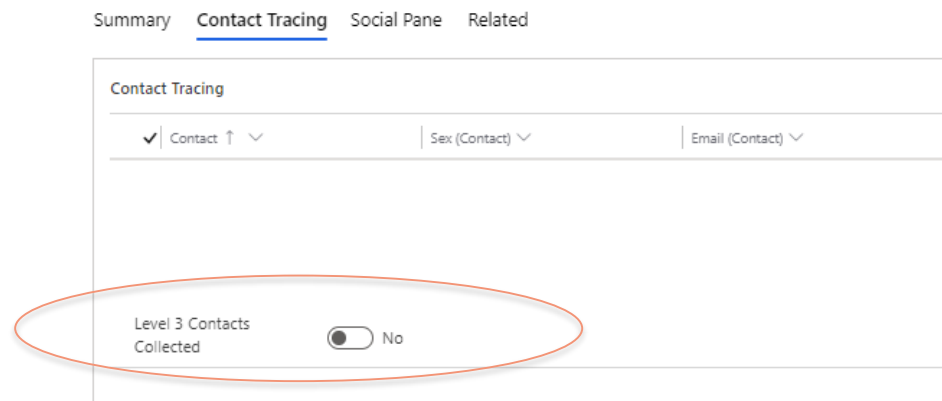
SETTING WITH A CONFIRMED CASE, CLUSTER OR OUTBREAK

CONTACT TRACING METRICS – For all confirmed situations, all contact tracing metrics should be recorded in the contact tracing tab, next to the summary tab. As displayed below
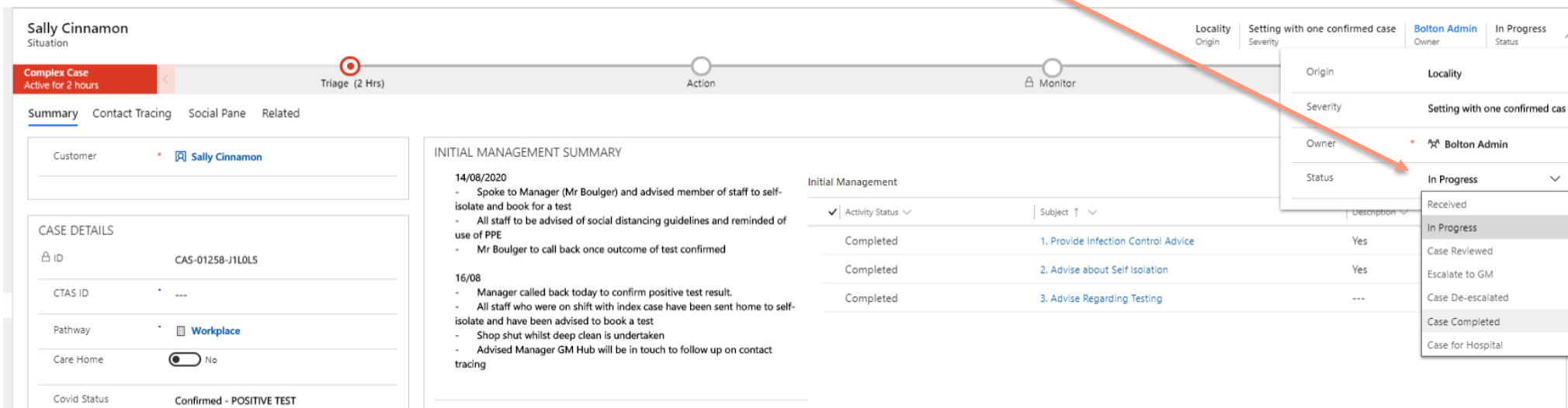
Contact Tracing Metrics

Numbers Potentially at Risk ---	Number of Symptomatic Contacts ---
Number of Cases ---	Number Hospitalised ---
Number of Contacts ---	Number Fatalities ---

For care home situations (if the care home pathway has been selected when the situation was created), you should see within the same contact tracing tab a slightly different set of metrics and fields to complete

Care Home Metrics

Total number of residents ---	Total number of staff ---
Number of confirmed cases ---	Number of suspected cases ---
Number of hospitalised ---	Number deceased ---
First Case --- 📅 --- 🕐	Onset of last case --- 📅 ---
Appropriate IPC measures ---	Contact tracing been undertaken ---
Summary Notes ---	

SETTING WITH A CONFIRMED CASE, CLUSTER OR OUTBREAK

STATUS – Once the situation has been completed, the status should be changed to 'Case Completed'. All confirmed cases/outbreaks/clusters will automatically be reviewed by the GM Supervisors before being resolved

THANK YOU