



Candice's story

Candice Pellett has dedicated many years' service to the NHS, as a District Nurse and Queen's Nurse and is now continuing to do so through Test & Trace. We really appreciate that Candice is supporting the NHS in its time of need.

Thank you for all your help during this challenging time – you're truly are an NHS Hero!

1. How did you hear about the role of a contact tracer?

I heard about the Clinical Contact Caseworker role through the Covid-19 daily briefings from Downing Street. I then found the job details on the PHE website.

2. What made you sign-up?

I signed up as I currently have the capacity to undertake this role and I wanted to contribute to the programme.

3. How did you find the process of signing up?

I found the process of applying for the role pretty painless! I completed the online forms and I heard back really quickly that I had been successful. I had a couple of phone calls from NHSP and they answered a lot of my questions and left me with phone numbers should I need to contact them. This is a completely new way of working for me - I have always had face to face contact with people on my district nursing caseload and for the past five years I have been undertaking project/research with charities' so even the process of logging on to the system and booking work shifts was alien to me at first. I feel I have been very supported to feel comfortable with the processes and IT.

4. What will you be doing as a contact tracer?

I am working as a nurse contact tracer within Clinical Tier 2 level. My role is to contact positive patients to check that

they are OK and to make sure that they understand the guidelines and to ask them if they require any help or support. I then ask them to help recall who they have had contact with so we can ascertain who their contacts have been. We then contact those people and ask them to isolate in order to contain the virus.

5. What was your role before the pandemic?

I am a very experienced District Nurse and Queen's Nurse and I have worked with patients who require healthcare and support for many years. The work of the District Nurse is complex, bringing together specialist clinical, management and leadership skills to the benefit of the patients and the communities served. The main difference with this role is that I will be communicating with them via the phone rather than visiting them at home, but I have the nursing skills of clinical assessment to support them in this new way of working.

6. What was the training you received?

There was a variety of reading to complete from Public Health England via the training website before I could start this role which included training videos. I also had to complete mandatory training including modules on Information Governance, Safeguarding of Adults and Safeguarding of Children. All modules included an assessment of learning.